

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
Human Services	Application Services	Bill Felt	0 0	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	0 0	13 0	0 0	13 0
		Paul Lundell	0 0	0 0	8 4	2 0	10 4
		Tony Larsen	0 0	0 0	8 1	0 0	8 1
		Tracy Goble	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	35 5	2 0	37 5
	Application Support	Justin Rasmussen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Human Services	Application Support - EREP IA	Amberly Hoang	0	0	2	0	2
			0	0	0	0	0
		Charise Asleson	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	3	0	3
			0	0	0	0	0
	Application Support - MMIS	John Campbell	0	0	4	0	4
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	4	0	4
			0	0	0	0	0
	Application Support - Single Signon	Lana Larsen	0	0	1	0	1
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	1	0	1
	Application Support - USIIS	JC Alexander	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	0	0	0
	Campus Networking	Charmaine Malan	0	0	2	0	2
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	2	0	2
			0	0	0	0	0
	Capitol Hosting	Curtis Parker	0	0	1	0	1
			0	0	0	0	0
		Kyle Burkhardt	0	0	1	0	1
			0	0	0	0	0
		Mike Tyrrell	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Human Services	Capitol Hosting	Patrick Funk	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	4	0	4
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	29	0	29
			0	0	29	0	29
		Eileen Dubach	0	0	10	0	10
			0	0	10	0	10
		James Stearns	0	0	12	0	12
			0	0	12	0	12
		Julie VanBeekum	0	0	34	0	34
			0	0	34	0	34
		Sarah Johnson	0	0	3	0	3
			0	0	0	0	0
		Vicky Marrelli	0	0	41	0	41
			0	0	37	0	37
		<b>Assigned to Individual Total</b>	0	0	129	0	129
			0	0	122	0	122
	Mainframe Systems Support	Greg Shoop	0	0	3	0	3
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	3	0	3
			0	0	1	0	1
	Metro A Desktop Support	Adam Staks	0	0	1	0	1
			0	0	0	0	0
		Kraig Ellis	0	0	1	0	1
			0	0	0	0	0
		Mike Beynon	0	0	8	0	8
			0	0	1	0	1

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			Critical	High	Low	Medium	FCR Total
Human Services	Metro A Desktop Support	Robert Wall	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	11	0	11
			0	0	1	0	1
	Metro A Help Desk	Cindy Schroeder	0	0	4	0	4
			0	0	4	0	4
		Ed Conrad	0	0	5	0	5
			0	0	5	0	5
		Liz Evans	0	0	2	0	2
			0	0	2	0	2
		<b>Assigned to Individual Total</b>	0	0	11	0	11
			0	0	11	0	11
	Metro B Desktop Support	Annice Valdez	0	0	57	0	57
			0	0	3	0	3
		Anthony Booyse	0	0	16	0	16
			0	0	2	0	2
		Bill Crowther	0	0	5	0	5
			0	0	0	0	0
		Cindy Reed	0	0	7	0	7
			0	0	0	0	0
		Jay Locker	0	0	7	0	7
			0	0	1	0	1
		Ken Bolcom	0	0	12	0	12
			0	0	2	0	2
		Michael Barth	0	1	11	0	12
			0	0	1	0	1
		Peter Musser	0	0	9	0	9
			0	0	4	0	4

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			Critical	High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	0 0	22 7	0 0	22 7
		Wayne Higgs	0 0	0 0	10 0	0 0	10 0
		<b>Assigned to Individual Total</b>	0 0	1 0	157 20	0 0	158 20
	Metro B Help Desk	Gary Graham	0 0	0 0	205 137	0 0	205 137
		Janet Hongsyvilay	0 0	1 1	337 236	0 0	338 237
		Val Shepherd	0 0	1 1	400 270	0 0	401 271
		<b>Assigned to Individual Total</b>	0 0	2 2	942 643	0 0	944 645
	Metro B Hosting	James Gramse	2 0	0 0	0 0	0 0	2 0
		Justin Rasmussen	0 0	0 0	4 0	0 0	4 0
		Paul Seager	0 0	0 0	12 0	0 0	12 0
		<b>Assigned to Individual Total</b>	2 0	0 0	16 0	0 0	18 0
	Metro C Desktop Support	Ed Radke	0 0	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	0 0	1 0	0 0	1 0

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## Human Services

			Critical	High	Low	Medium	FCR Total
Human Services	Metro C Desktop Support	Troy Buchanan	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	4 0	0 0	4 0
	Metro C Help Desk	Chris Olson	0 0	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	0 0	50 49	0 0	50 49
		Ross Owen	0 0	0 0	38 38	0 0	38 38
		<b>Assigned to Individual Total</b>	0 0	0 0	89 87	0 0	89 87
	Metro D Help Desk	Doug Brown	0 0	0 0	8 8	0 0	8 8
		Jed Patrick	0 0	0 0	6 6	0 0	6 6
		John Robinson	0 0	0 0	6 6	0 0	6 6
		<b>Assigned to Individual Total</b>	0 0	0 0	20 20	0 0	20 20
	Network Operations	Brant Davis	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	1 1	0 0	1 1
		Christie Burnham	0 0	0 0	9 8	0 0	9 8

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			Critical	High	Low	Medium	FCR Total
Human Services	Operations Production Control	Duane Hardy	0	0	11	0	11
			0	0	8	0	8
		Lester Aoki	0	0	2	0	2
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	23	0	23
			0	0	18	0	18
	ORS Adobe Support	Justin Rasmussen	0	0	12	0	12
			0	0	0	0	0
		Ken Matheson	0	0	1	0	1
			0	0	1	0	1
		Tim Corless	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	14	0	14
			0	0	1	0	1
	ORS Case Imaging	Dan Barrett	0	0	3	0	3
			0	0	0	0	0
		Les Roberts	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	4	0	4
			0	0	0	0	0
	ORS Content Manager	Dan Barrett	0	0	1	0	1
			0	0	0	0	0
		Les Roberts	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	2	0	2
			0	0	0	0	0
	Rural Central Desktop Support	Jay Barfuss	0	0	13	0	13
			0	0	10	0	10

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			Critical	High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0	0 0	6 0	0 0	6 0
		Jessica Purcell	0 0	0 0	23 20	0 0	23 20
		John Donaldson	0 0	0 0	50 45	1 0	51 45
		Paul Petersen	0 0	0 0	17 15	0 0	17 15
		Robert Case	0 0	0 0	33 19	0 0	33 19
		Ron LeBaron	0 0	0 0	37 16	0 0	37 16
		Todd Hardy	0 0	0 0	5 3	0 0	5 3
		Troy Morris	0 0	0 0	11 4	0 0	11 4
		<b>Assigned to Individual Total</b>	0 0	0 0	195 132	1 0	196 132
	Rural North Desktop Support	Dane Smith	0 0	0 0	7 0	0 0	7 0
		Don Higgs	0 0	0 0	6 5	0 0	6 5
		Kim Ratuszniak	0 0	0 0	31 30	0 0	31 30
		Lori Hartzell	0 0	0 0	29 14	0 0	29 14
		Neil Smedley	0 0	0 0	4 4	0 0	4 4



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			Critical	High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	0 0	63 63	0 0	63 63
		Ryan Casey	0 0	0 0	10 4	0 0	10 4
		Steven Haderlie	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	152 120	0 0	152 120
	Rural South Desktop Support	Doug Chaston	0 0	0 0	4 3	0 0	4 3
		Doug Thornton	0 0	0 0	4 2	0 0	4 2
		Lance Nay	0 0	0 0	12 12	0 0	12 12
		Lane Adams	0 0	0 0	6 2	0 0	6 2
		Meladye Shively	0 0	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	0 0	7 0	0 0	7 0
		<b>Assigned to Individual Total</b>	0 0	0 0	37 19	0 0	37 19
	Salt Lake Data Center Operations	Darren Wayment	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Human Services	Salt Lake Data Center Operations	<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	0	0	0
	Security	Bart Grant	0	0	3	0	3
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	3	0	3
			0	0	0	0	0
	Strategic Communications	Dennis Rogers	0	0	2	0	2
			0	0	0	0	0
		Luis Larios	0	0	4	0	4
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	6	0	6
			0	0	0	0	0
	Voice Engineering	Dave Vasenda	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Gail Christiansen	0	0	4	0	4
			0	0	0	0	0
		Julie Sabato	0	3	0	0	3
			0	0	0	0	0
		Kelly Johnson	0	0	3	0	3
			0	0	0	0	0
		Leon Owen	0	1	0	0	1
			0	0	0	0	0
		Romanza Hamblin	0	0	21	2	23
			0	0	10	0	10
		<b>Assigned to Individual Total</b>	0	4	28	2	34
			0	0	10	0	10

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			Critical	High	Low	Medium	FCR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	1 0	0 0	1 0
		T Artis	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Assigned Group Total		2 0	7 2	1,907 1,211	5 0	1,921 1,213
Customer Company Total			2 0	7 2	1,907 1,211	5 0	1,921 1,213

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## Human Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Human Services	Application Services	Bill Felt	0 0	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	0 0	4 2	0 0	4 2
		Dustin Crump	0 0	0 0	13 3	0 0	13 3
		Paul Lundell	0 0	0 0	8 6	2 1	10 7
		Tony Larsen	0 0	0 0	8 4	0 0	8 4
		Tracy Goble	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	35 15	2 1	37 16
	Application Support	Justin Rasmussen	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Application Support - EREP IA	Amberly Hoang	0	0	2	0	2
			0	0	0	0	0
		Charise Asleson	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	3	0	3
			0	0	0	0	0
	Application Support - MMIS	John Campbell	0	0	4	0	4
			0	0	3	0	3
		<b>Assigned to Individual Total</b>	0	0	4	0	4
			0	0	3	0	3
	Application Support - Single Signon	Lana Larsen	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	0	0	0
	Application Support - USIS	JC Alexander	0	0	1	0	1
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	1	0	1
	Campus Networking	Charmaine Malan	0	0	2	0	2
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	2	0	2
			0	0	1	0	1
	Capitol Hosting	Curtis Parker	0	0	1	0	1
			0	0	1	0	1
		Kyle Burkhardt	0	0	1	0	1
			0	0	0	0	0
		Mike Tyrrell	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Human Services	Capitol Hosting	Patrick Funk	0	0	1	0	1
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	4	0	4
			0	0	2	0	2
	Help Desk	Brenda Treadway	0	0	29	0	29
			0	0	0	0	0
		Eileen Dubach	0	0	10	0	10
			0	0	0	0	0
		James Stearns	0	0	12	0	12
			0	0	0	0	0
		Julie VanBeekum	0	0	34	0	34
			0	0	0	0	0
		Sarah Johnson	0	0	3	0	3
			0	0	0	0	0
		Vicky Marrelli	0	0	41	0	41
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	129	0	129
			0	0	0	0	0
	Mainframe Systems Support	Greg Shoop	0	0	3	0	3
			0	0	1	0	1
		<b>Assigned to Individual Total</b>	0	0	3	0	3
			0	0	1	0	1
	Metro A Desktop Support	Adam Staks	0	0	1	0	1
			0	0	0	0	0
		Kraig Ellis	0	0	1	0	1
			0	0	0	0	0
		Mike Beynon	0	0	8	0	8
			0	0	1	0	1

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			Critical	High	Low	Medium	MIR Total
Human Services	Metro A Desktop Support	Robert Wall	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	11 1	0 0	11 1
	Metro A Help Desk	Cindy Schroeder	0 0	0 0	4 0	0 0	4 0
		Ed Conrad	0 0	0 0	5 0	0 0	5 0
		Liz Evans	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Annice Valdez	0 0	0 0	57 0	0 0	57 0
		Anthony Booyse	0 0	0 0	16 0	0 0	16 0
		Bill Crowther	0 0	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	0 0	7 0	0 0	7 0
		Jay Locker	0 0	0 0	7 0	0 0	7 0
		Ken Bolkcom	0 0	0 0	12 1	0 0	12 1
		Michael Barth	0 0	1 0	11 0	0 0	12 0
		Peter Musser	0 0	0 0	9 0	0 0	9 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	0 0	22 0	0 0	22 0
		Wayne Higgs	0 0	0 0	10 1	0 0	10 1
		<b>Assigned to Individual Total</b>	0 0	1 0	157 2	0 0	158 2
	Metro B Help Desk	Gary Graham	0 0	0 0	205 3	0 0	205 3
		Janet Hongsyvilay	0 0	1 0	337 3	0 0	338 3
		Val Shepherd	0 0	1 0	400 1	0 0	401 1
		<b>Assigned to Individual Total</b>	0 0	2 0	942 7	0 0	944 7
	Metro B Hosting	James Gramse	2 1	0 0	0 0	0 0	2 1
		Justin Rasmussen	0 0	0 0	4 0	0 0	4 0
		Paul Seager	0 0	0 0	12 0	0 0	12 0
		<b>Assigned to Individual Total</b>	2 1	0 0	16 0	0 0	18 1
	Metro C Desktop Support	Ed Radke	0 0	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	0 0	1 0	0 0	1 0



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			Critical	High	Low	Medium	MIR Total
Human Services	Metro C Desktop Support	Troy Buchanan	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	4 0	0 0	4 0
	Metro C Help Desk	Chris Olson	0 0	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	0 0	50 0	0 0	50 0
		Ross Owen	0 0	0 0	38 0	0 0	38 0
		<b>Assigned to Individual Total</b>	0 0	0 0	89 0	0 0	89 0
	Metro D Help Desk	Doug Brown	0 0	0 0	8 0	0 0	8 0
		Jed Patrick	0 0	0 0	6 0	0 0	6 0
		John Robinson	0 0	0 0	6 0	0 0	6 0
		<b>Assigned to Individual Total</b>	0 0	0 0	20 0	0 0	20 0
	Network Operations	Brant Davis	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	1 0	0 0	1 0
		Christie Burnham	0 0	0 0	9 0	0 0	9 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Operations Production Control	Duane Hardy	0 0	0 0	11 0	0 0	11 0
		Lester Aoki	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	23 0	0 0	23 0
	ORS Adobe Support	Justin Rasmussen	0 0	0 0	12 3	0 0	12 3
		Ken Matheson	0 0	0 0	1 0	0 0	1 0
		Tim Corless	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	14 3	0 0	14 3
	ORS Case Imaging	Dan Barrett	0 0	0 0	3 1	0 0	3 1
		Les Roberts	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	4 1	0 0	4 1
	ORS Content Manager	Dan Barrett	0 0	0 0	1 0	0 0	1 0
		Les Roberts	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	13 0	0 0	13 0

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			Critical	High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0	0 0	6 0	0 0	6 0
		Jessica Purcell	0 0	0 0	23 0	0 0	23 0
		John Donaldson	0 0	0 0	50 1	1 0	51 1
		Paul Petersen	0 0	0 0	17 2	0 0	17 2
		Robert Case	0 0	0 0	33 1	0 0	33 1
		Ron LeBaron	0 0	0 0	37 0	0 0	37 0
		Todd Hardy	0 0	0 0	5 0	0 0	5 0
		Troy Morris	0 0	0 0	11 0	0 0	11 0
		<b>Assigned to Individual Total</b>	0 0	0 0	195 4	1 0	196 4
	Rural North Desktop Support	Dane Smith	0 0	0 0	7 0	0 0	7 0
		Don Higgs	0 0	0 0	6 0	0 0	6 0
		Kim Ratushniak	0 0	0 0	31 0	0 0	31 0
		Lori Hartzell	0 0	0 0	29 1	0 0	29 1
		Neil Smedley	0 0	0 0	4 0	0 0	4 0

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	0 0	63 0	0 0	63 0
		Ryan Casey	0 0	0 0	10 2	0 0	10 2
		Steven Haderlie	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	152 3	0 0	152 3
	Rural South Desktop Support	Doug Chaston	0 0	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	0 0	4 0	0 0	4 0
		Lance Nay	0 0	0 0	12 0	0 0	12 0
		Lane Adams	0 0	0 0	6 1	0 0	6 1
		Meladye Shively	0 0	0 0	2 1	0 0	2 1
		Ryan Bennett	0 0	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	0 0	7 1	0 0	7 1
		<b>Assigned to Individual Total</b>	0 0	0 0	37 3	0 0	37 3
	Salt Lake Data Center Operations	Darren Wayment	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Salt Lake Data Center Operations	Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Security	Bart Grant	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Strategic Communications	Dennis Rogers	0	0	2	0	2
			0	0	0	0	0
		Luis Larios	0	0	4	0	4
			0	0	0	0	0
		Assigned to Individual Total	0	0	6	0	6
			0	0	0	0	0
	Voice Engineering	Dave Vasenda	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Voice Operations	Gail Christiansen	0	0	4	0	4
			0	0	0	0	0
		Julie Sabato	0	3	0	0	3
			0	0	0	0	0
		Kelly Johnson	0	0	3	0	3
			0	0	0	0	0
		Leon Owen	0	1	0	0	1
			0	0	0	0	0
		Romanza Hamblin	0	0	21	2	23
			0	0	1	0	1
		Assigned to Individual Total	0	4	28	2	34
			0	0	1	0	1

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MIR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	1 0	0 0	1 0
		T Artis	0 0	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	0 0	6 1	0 0	6 1
	Assigned Group Total		2 1	7 0	1,907 50	5 1	1,921 52
Customer Company Total			2 1	7 0	1,907 50	5 1	1,921 52

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				ATTIR Total
			Critical	High	Low	Medium	
Human Services	Application Services	Bill Felt	0 0.00	0 0.00	1 0.07	0 0.00	1 0.07
		Danielle Hood	0 0.00	0 0.00	4 1.15	0 0.00	4 1.15
		Dustin Crump	0 0.00	0 0.00	13 0.64	0 0.00	13 0.64
		Paul Lundell	0 0.00	0 0.00	8 2.65	2 6.88	10 3.50
		Tony Larsen	0 0.00	0 0.00	8 1.15	0 0.00	8 1.15
		Tracy Goble	0 0.00	0 0.00	1 0.66	0 0.00	1 0.66
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	35 1.26	2 6.88	37 1.56
	Application Support	Justin Rasmussen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Application Support - EREP IA	Amberly Hoang	0 0.00	0 0.00	2 0.47	0 0.00	2 0.47
		Charise Asleson	0 0.00	0 0.00	1 0.41	0 0.00	1 0.41
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	3 0.45	0 0.00	3 0.45
	Application Support - MMIS	John Campbell	0 0.00	0 0.00	4 3.17	0 0.00	4 3.17
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 3.17	0 0.00	4 3.17
	Application Support - Single Signon	Lana Larsen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - USIIS	JC Alexander	0 0.00	0 0.00	1 1.28	0 0.00	1 1.28
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 1.28	0 0.00	1 1.28
	Campus Networking	Charmaine Malan	0 0.00	0 0.00	2 0.76	0 0.00	2 0.76
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.76	0 0.00	2 0.76
	Capitol Hosting	Curtis Parker	0 0.00	0 0.00	1 17.44	0 0.00	1 17.44
		Kyle Burkhardt	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Mike Tyrrell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00



# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Capitol Hosting	Patrick Funk	0 0.00	0 0.00	1 5.77	0 0.00	1 5.77
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 5.80	0 0.00	4 5.80
	Help Desk	Brenda Treadway	0 0.00	0 0.00	29 0.05	0 0.00	29 0.05
		Eileen Dubach	0 0.00	0 0.00	10 0.09	0 0.00	10 0.09
		James Stearns	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		Julie VanBeekum	0 0.00	0 0.00	34 0.01	0 0.00	34 0.01
		Sarah Johnson	0 0.00	0 0.00	3 0.22	0 0.00	3 0.22
		Vicky Marrelli	0 0.00	0 0.00	41 0.03	0 0.00	41 0.03
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	129 0.04	0 0.00	129 0.04
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	3 1.09	0 0.00	3 1.09
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	3 1.09	0 0.00	3 1.09
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	1 0.11	0 0.00	1 0.11
		Kraig Ellis	0 0.00	0 0.00	1 0.43	0 0.00	1 0.43
		Mike Beynon	0 0.00	0 0.00	8 0.43	0 0.00	8 0.43

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Metro A Desktop Support	Robert Wall	0 0.00	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	11 0.37	0 0.00	11 0.37
	Metro A Help Desk	Cindy Schroeder	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Ed Conrad	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Liz Evans	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	11 0.00	0 0.00	11 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	0 0.00	57 0.15	0 0.00	57 0.15
		Anthony Booyse	0 0.00	0 0.00	16 0.17	0 0.00	16 0.17
		Bill Crowther	0 0.00	0 0.00	5 0.45	0 0.00	5 0.45
		Cindy Reed	0 0.00	0 0.00	7 0.11	0 0.00	7 0.11
		Jay Locker	0 0.00	0 0.00	7 0.14	0 0.00	7 0.14
		Ken Bolkcom	0 0.00	0 0.00	12 0.42	0 0.00	12 0.42
		Michael Barth	0 0.00	1 0.08	11 0.18	0 0.00	12 0.17
		Peter Musser	0 0.00	0 0.00	9 0.16	0 0.00	9 0.16

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0.00	0 0.00	1 0.66	0 0.00	1 0.66
		Tyler Pearce	0 0.00	0 0.00	22 0.09	0 0.00	22 0.09
		Wayne Higgs	0 0.00	0 0.00	10 0.58	0 0.00	10 0.58
		<b>Assigned to Individual Total</b>	0 0.00	1 0.08	157 0.21	0 0.00	158 0.21
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	205 0.13	0 0.00	205 0.13
		Janet Hongsyvilay	0 0.00	1 0.00	337 0.07	0 0.00	338 0.07
		Val Shepherd	0 0.00	1 0.00	400 0.09	0 0.00	401 0.09
		<b>Assigned to Individual Total</b>	0 0.00	2 0.00	942 0.09	0 0.00	944 0.09
	Metro B Hosting	James Gramse	2 0.94	0 0.00	0 0.00	0 0.00	2 0.94
		Justin Rasmussen	0 0.00	0 0.00	4 0.11	0 0.00	4 0.11
		Paul Seager	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		<b>Assigned to Individual Total</b>	2 0.94	0 0.00	16 0.03	0 0.00	18 0.13
	Metro C Desktop Support	Ed Radke	0 0.00	0 0.00	1 0.11	0 0.00	1 0.11
		Ken Knobel	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Metro C Desktop Support	Troy Buchanan	0 0.00	0 0.00	2 0.09	0 0.00	2 0.09
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 0.22	0 0.00	4 0.22
	Metro C Help Desk	Chris Olson	0 0.00	0 0.00	1 0.55	0 0.00	1 0.55
		Reed Stohel	0 0.00	0 0.00	50 0.00	0 0.00	50 0.00
		Ross Owen	0 0.00	0 0.00	38 0.00	0 0.00	38 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	89 0.01	0 0.00	89 0.01
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	8 0.00	0 0.00	8 0.00
		Jed Patrick	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		John Robinson	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	20 0.00	0 0.00	20 0.00
	Network Operations	Brant Davis	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Christie Burnham	0 0.00	0 0.00	9 0.00	0 0.00	9 0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Operations Production Control	Duane Hardy	0 0.00	0 0.00	11 0.08	0 0.00	11 0.08
		Lester Aoki	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	23 0.04	0 0.00	23 0.04
	ORS Adobe Support	Justin Rasmussen	0 0.00	0 0.00	12 1.01	0 0.00	12 1.01
		Ken Matheson	0 0.00	0 0.00	1 0.63	0 0.00	1 0.63
		Tim Corless	0 0.00	0 0.00	1 0.08	0 0.00	1 0.08
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	14 0.92	0 0.00	14 0.92
	ORS Case Imaging	Dan Barrett	0 0.00	0 0.00	3 1.29	0 0.00	3 1.29
		Les Roberts	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 0.97	0 0.00	4 0.97
	ORS Content Manager	Dan Barrett	0 0.00	0 0.00	1 0.23	0 0.00	1 0.23
		Les Roberts	0 0.00	0 0.00	1 0.97	0 0.00	1 0.97
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 0.60	0 0.00	2 0.60
	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	13 0.00	0 0.00	13 0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0.00	0 0.00	6 0.02	0 0.00	6 0.02
		Jessica Purcell	0 0.00	0 0.00	23 0.00	0 0.00	23 0.00
		John Donaldson	0 0.00	0 0.00	50 0.05	1 0.35	51 0.05
		Paul Petersen	0 0.00	0 0.00	17 0.23	0 0.00	17 0.23
		Robert Case	0 0.00	0 0.00	33 0.11	0 0.00	33 0.11
		Ron LeBaron	0 0.00	0 0.00	37 0.04	0 0.00	37 0.04
		Todd Hardy	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Troy Morris	0 0.00	0 0.00	11 0.10	0 0.00	11 0.10
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	195 0.07	1 0.35	196 0.07
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	7 0.00	0 0.00	7 0.00
		Don Higgs	0 0.00	0 0.00	6 0.03	0 0.00	6 0.03
		Kim Ratushniak	0 0.00	0 0.00	31 0.00	0 0.00	31 0.00
		Lori Hartzell	0 0.00	0 0.00	29 0.16	0 0.00	29 0.16
		Neil Smedley	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Ruston McKay	0 0.00	0 0.00	63 0.00	0 0.00	63 0.00
		Ryan Casey	0 0.00	0 0.00	10 0.40	0 0.00	10 0.40
		Steven Haderlie	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	152 0.06	0 0.00	152 0.06
	Rural South Desktop Support	Doug Chaston	0 0.00	0 0.00	4 0.17	0 0.00	4 0.17
		Doug Thornton	0 0.00	0 0.00	4 0.07	0 0.00	4 0.07
		Lance Nay	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		Lane Adams	0 0.00	0 0.00	6 0.53	0 0.00	6 0.53
		Meladye Shively	0 0.00	0 0.00	2 1.09	0 0.00	2 1.09
		Ryan Bennett	0 0.00	0 0.00	2 0.46	0 0.00	2 0.46
		Scott Jesienouski	0 0.00	0 0.00	7 0.36	0 0.00	7 0.36
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	37 0.26	0 0.00	37 0.26
	Salt Lake Data Center Operations	Darren Wayment	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Salt Lake Data Center Operations	Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Bart Grant	0 0.00	0 0.00	3 0.67	0 0.00	3 0.67
		Assigned to Individual Total	0 0.00	0 0.00	3 0.67	0 0.00	3 0.67
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	2 0.17	0 0.00	2 0.17
		Luis Larios	0 0.00	0 0.00	4 0.33	0 0.00	4 0.33
		Assigned to Individual Total	0 0.00	0 0.00	6 0.28	0 0.00	6 0.28
	Voice Engineering	Dave Vasenda	0 0.00	0 0.00	1 1.57	0 0.00	1 1.57
		Assigned to Individual Total	0 0.00	0 0.00	1 1.57	0 0.00	1 1.57
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	4 0.19	0 0.00	4 0.19
		Julie Sabato	0 0.00	3 0.31	0 0.00	0 0.00	3 0.31
		Kelly Johnson	0 0.00	0 0.00	3 0.49	0 0.00	3 0.49
		Leon Owen	0 0.00	1 0.59	0 0.00	0 0.00	1 0.59
		Romanza Hamblin	0 0.00	0 0.00	21 0.19	2 0.10	23 0.18
		Assigned to Individual Total	0 0.00	4 0.38	28 0.22	2 0.10	34 0.23



# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTIR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	1 0.37	0 0.00	1 0.37
		Greg Blessing	0 0.00	0 0.00	1 0.37	0 0.00	1 0.37
		Mike Johnson	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		Spencer Blodgett	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		T Artis	0 0.00	0 0.00	2 1.45	0 0.00	2 1.45
		Assigned to Individual Total	0 0.00	0 0.00	6 0.63	0 0.00	6 0.63
	Assigned Group Total		2 0.94	7 0.23	1,907 0.15	5 2.86	1,921 0.16
Customer Company Total			2 0.94	7 0.23	1,907 0.15	5 2.86	1,921 0.16

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Human Services	Application Services	Bill Felt	0	0	1	0	1
			0	0	1	0	1
		Danielle Hood	0	0	4	0	4
			0	0	1	0	1
		Dustin Crump	0	0	13	0	13
			0	0	0	0	0
		Paul Lundell	0	0	8	2	10
			0	0	2	2	4
		Tony Larsen	0	0	8	0	8
			0	0	2	0	2
		Tracy Goble	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	35	2	37
			0	0	6	2	8
	Application Support	Justin Rasmussen	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	0	0	0
	Application Support - EFIND	Anhkim Le	0	0	1	0	1
			0	0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	1	0	1
			0	0	0	0	0

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Application Support - EREP IA	Amberly Hoang	0 0	0 0	2 0	0 0	2 0
		Charise Asleson	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	3 0	0 0	3 0
	Application Support - MMIS	John Campbell	0 0	0 0	4 2	0 0	4 2
		<b>Assigned to Individual Total</b>	0 0	0 0	4 2	0 0	4 2
	Application Support - Single Signon	Lana Larsen	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	0 0	1 0
	Application Support - USIS	JC Alexander	0 0	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	0 0	1 1	0 0	1 1
	Campus Networking	Charmaine Malan	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	2 0	0 0	2 0
	Capitol Hosting	Curtis Parker	0 0	0 0	1 1	0 0	1 1
		Kyle Burkhardt	0 0	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	0 0	29 0	0 0	29 0
		Eileen Dubach	0 0	0 0	10 0	0 0	10 0
		James Stearns	0 0	0 0	12 0	0 0	12 0
		Julie VanBeekum	0 0	0 0	34 0	0 0	34 0
		Sarah Johnson	0 0	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	0 0	41 0	0 0	41 0
		<b>Assigned to Individual Total</b>	0 0	0 0	129 0	0 0	129 0
	Mainframe Systems Support	Greg Shoop	0 0	0 0	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	0 0	0 0	3 0	0 0	3 0
	Metro A Desktop Support	Adam Staks	0 0	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	0 0	1 0	0 0	1 0
		Mike Beynon	0 0	0 0	8 0	0 0	8 0

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Metro A Desktop Support	Robert Wall	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	11 0	0 0	11 0
	Metro A Help Desk	Cindy Schroeder	0 0	0 0	4 0	0 0	4 0
		Ed Conrad	0 0	0 0	5 0	0 0	5 0
		Liz Evans	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	11 0	0 0	11 0
	Metro B Desktop Support	Annice Valdez	0 0	0 0	57 1	0 0	57 1
		Anthony Booyse	0 0	0 0	16 0	0 0	16 0
		Bill Crowther	0 0	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	0 0	7 0	0 0	7 0
		Jay Locker	0 0	0 0	7 0	0 0	7 0
		Ken Bolkcom	0 0	0 0	12 1	0 0	12 1
		Michael Barth	0 0	1 0	11 0	0 0	12 0
		Peter Musser	0 0	0 0	9 1	0 0	9 1

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	0 0	22 2	0 0	22 2
		Wayne Higgs	0 0	0 0	10 0	0 0	10 0
		<b>Assigned to Individual Total</b>	0 0	1 0	157 5	0 0	158 5
	Metro B Help Desk	Gary Graham	0 0	0 0	205 1	0 0	205 1
		Janet Hongsyvilay	0 0	1 0	337 1	0 0	338 1
		Val Shepherd	0 0	1 0	400 2	0 0	401 2
		<b>Assigned to Individual Total</b>	0 0	2 0	942 4	0 0	944 4
	Metro B Hosting	James Gramse	2 0	0 0	0 0	0 0	2 0
		Justin Rasmussen	0 0	0 0	4 0	0 0	4 0
		Paul Seager	0 0	0 0	12 0	0 0	12 0
		<b>Assigned to Individual Total</b>	2 0	0 0	16 0	0 0	18 0
	Metro C Desktop Support	Ed Radke	0 0	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Metro C Desktop Support	Troy Buchanan	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	4 0	0 0	4 0
	Metro C Help Desk	Chris Olson	0 0	0 0	1 0	0 0	1 0
		Reed Stohel	0 0	0 0	50 0	0 0	50 0
		Ross Owen	0 0	0 0	38 0	0 0	38 0
		Assigned to Individual Total	0 0	0 0	89 0	0 0	89 0
	Metro D Help Desk	Doug Brown	0 0	0 0	8 0	0 0	8 0
		Jed Patrick	0 0	0 0	6 0	0 0	6 0
		John Robinson	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	20 0	0 0	20 0
	Network Operations	Brant Davis	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	1 0	0 0	1 0
		Christie Burnham	0 0	0 0	9 0	0 0	9 0

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Operations Production Control	Duane Hardy	0 0	0 0	11 0	0 0	11 0
		Lester Aoki	0 0	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	0 0	23 0	0 0	23 0
	ORS Adobe Support	Justin Rasmussen	0 0	0 0	12 1	0 0	12 1
		Ken Matheson	0 0	0 0	1 0	0 0	1 0
		Tim Corless	0 0	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	0 0	14 2	0 0	14 2
	ORS Case Imaging	Dan Barrett	0 0	0 0	3 0	0 0	3 0
		Les Roberts	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	4 0	0 0	4 0
	ORS Content Manager	Dan Barrett	0 0	0 0	1 0	0 0	1 0
		Les Roberts	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	2 0	0 0	2 0
	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	13 0	0 0	13 0



# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0	0 0	6 0	0 0	6 0
		Jessica Purcell	0 0	0 0	23 0	0 0	23 0
		John Donaldson	0 0	0 0	50 0	1 0	51 0
		Paul Petersen	0 0	0 0	17 1	0 0	17 1
		Robert Case	0 0	0 0	33 0	0 0	33 0
		Ron LeBaron	0 0	0 0	37 1	0 0	37 1
		Todd Hardy	0 0	0 0	5 0	0 0	5 0
		Troy Morris	0 0	0 0	11 0	0 0	11 0
		<b>Assigned to Individual Total</b>	0 0	0 0	195 2	1 0	196 2
	Rural North Desktop Support	Dane Smith	0 0	0 0	7 0	0 0	7 0
		Don Higgs	0 0	0 0	6 0	0 0	6 0
		Kim Ratushniak	0 0	0 0	31 0	0 0	31 0
		Lori Hartzell	0 0	0 0	29 2	0 0	29 2
		Neil Smedley	0 0	0 0	4 0	0 0	4 0

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## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	0 0	63 0	0 0	63 0
		Ryan Casey	0 0	0 0	10 0	0 0	10 0
		Steven Haderlie	0 0	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	152 2	0 0	152 2
	Rural South Desktop Support	Doug Chaston	0 0	0 0	4 0	0 0	4 0
		Doug Thornton	0 0	0 0	4 0	0 0	4 0
		Lance Nay	0 0	0 0	12 0	0 0	12 0
		Lane Adams	0 0	0 0	6 1	0 0	6 1
		Meladye Shively	0 0	0 0	2 0	0 0	2 0
		Ryan Bennett	0 0	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	0 0	7 0	0 0	7 0
		<b>Assigned to Individual Total</b>	0 0	0 0	37 1	0 0	37 1
	Salt Lake Data Center Operations	Darren Wayment	0 0	0 0	1 0	0 0	1 0

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Salt Lake Data Center Operations	Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Security	Bart Grant	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Strategic Communications	Dennis Rogers	0	0	2	0	2
			0	0	1	0	1
		Luis Larios	0	0	4	0	4
			0	0	1	0	1
		Assigned to Individual Total	0	0	6	0	6
			0	0	2	0	2
	Voice Engineering	Dave Vasenda	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Gail Christiansen	0	0	4	0	4
			0	0	0	0	0
		Julie Sabato	0	3	0	0	3
			0	0	0	0	0
		Kelly Johnson	0	0	3	0	3
			0	0	0	0	0
		Leon Owen	0	1	0	0	1
			0	0	0	0	0
		Romanza Hamblin	0	0	21	2	23
			0	0	0	0	0
		Assigned to Individual Total	0	4	28	2	34
			0	0	0	0	0

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## Human Services

			Critical	High	Low	Medium	MR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	0 0	1 1	0 0	1 1
		Spencer Blodgett	0 0	0 0	1 0	0 0	1 0
		T Artis	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	6 1	0 0	6 1
	Assigned Group Total		2 0	7 0	1,907 29	5 2	1,921 31
Customer Company Total			2 0	7 0	1,907 29	5 2	1,921 31

# Enterprise Incident Report January 2012

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## Human Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Human Services	Application Services	Bill Felt	0 0.00	0 0.00	1 465.86	0 0.00	1 465.86
		Danielle Hood	0 0.00	0 0.00	4 2.30	0 0.00	4 2.30
		Dustin Crump	0 0.00	0 0.00	13 1.29	0 0.00	13 1.29
		Paul Lundell	0 0.00	0 0.00	8 27.14	2 13.53	10 24.42
		Tony Larsen	0 0.00	0 0.00	8 6.02	0 0.00	8 6.02
		Tracy Goble	0 0.00	0 0.00	1 3.11	0 0.00	1 3.11
		Assigned to Individual Total	0 0.00	0 0.00	35 21.72	2 13.53	37 21.28
	Application Support	Justin Rasmussen	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Application Support - EREP IA	Amberly Hoang	0 0.00	0 0.00	2 0.47	0 0.00	2 0.47
		Charise Asleson	0 0.00	0 0.00	1 0.41	0 0.00	1 0.41
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	3 0.45	0 0.00	3 0.45
	Application Support - MMIS	John Campbell	0 0.00	0 0.00	4 175.39	0 0.00	4 175.39
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 175.39	0 0.00	4 175.39
	Application Support - Single Signon	Lana Larsen	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - USIIS	JC Alexander	0 0.00	0 0.00	1 9.51	0 0.00	1 9.51
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 9.51	0 0.00	1 9.51
	Campus Networking	Charmaine Malan	0 0.00	0 0.00	2 2.01	0 0.00	2 2.01
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 2.01	0 0.00	2 2.01
	Capitol Hosting	Curtis Parker	0 0.00	0 0.00	1 17.44	0 0.00	1 17.44
		Kyle Burkhardt	0 0.00	0 0.00	1 0.06	0 0.00	1 0.06
		Mike Tyrrell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Capitol Hosting	Patrick Funk	0 0.00	0 0.00	1 5.77	0 0.00	1 5.77
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 5.82	0 0.00	4 5.82
	Help Desk	Brenda Treadway	0 0.00	0 0.00	29 0.06	0 0.00	29 0.06
		Eileen Dubach	0 0.00	0 0.00	10 0.12	0 0.00	10 0.12
		James Stearns	0 0.00	0 0.00	12 0.01	0 0.00	12 0.01
		Julie VanBeekum	0 0.00	0 0.00	34 0.06	0 0.00	34 0.06
		Sarah Johnson	0 0.00	0 0.00	3 0.42	0 0.00	3 0.42
		Vicky Marrelli	0 0.00	0 0.00	41 0.17	0 0.00	41 0.17
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	129 0.10	0 0.00	129 0.10
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	3 1.69	0 0.00	3 1.69
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	3 1.69	0 0.00	3 1.69
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	1 2.24	0 0.00	1 2.24
		Kraig Ellis	0 0.00	0 0.00	1 1.35	0 0.00	1 1.35
		Mike Beynon	0 0.00	0 0.00	8 1.11	0 0.00	8 1.11

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Metro A Desktop Support	Robert Wall	0 0.00	0 0.00	1 0.39	0 0.00	1 0.39
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	11 1.17	0 0.00	11 1.17
	Metro A Help Desk	Cindy Schroeder	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Ed Conrad	0 0.00	0 0.00	5 0.10	0 0.00	5 0.10
		Liz Evans	0 0.00	0 0.00	2 0.03	0 0.00	2 0.03
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	11 0.05	0 0.00	11 0.05
	Metro B Desktop Support	Annice Valdez	0 0.00	0 0.00	57 1.17	0 0.00	57 1.17
		Anthony Booyse	0 0.00	0 0.00	16 1.17	0 0.00	16 1.17
		Bill Crowther	0 0.00	0 0.00	5 1.38	0 0.00	5 1.38
		Cindy Reed	0 0.00	0 0.00	7 0.82	0 0.00	7 0.82
		Jay Locker	0 0.00	0 0.00	7 1.73	0 0.00	7 1.73
		Ken Bolkcom	0 0.00	0 0.00	12 2.40	0 0.00	12 2.40
		Michael Barth	0 0.00	1 0.68	11 1.77	0 0.00	12 1.68
		Peter Musser	0 0.00	0 0.00	9 2.17	0 0.00	9 2.17



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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Sean Chadbourne	0 0.00	0 0.00	1 0.91	0 0.00	1 0.91
		Tyler Pearce	0 0.00	0 0.00	22 1.90	0 0.00	22 1.90
		Wayne Higgs	0 0.00	0 0.00	10 2.87	0 0.00	10 2.87
		<b>Assigned to Individual Total</b>	0 0.00	1 0.68	157 1.59	0 0.00	158 1.58
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	199 0.51	0 0.00	199 0.51
		Janet Hongsyvilay	0 0.00	1 0.08	337 0.25	0 0.00	338 0.25
		Val Shepherd	0 0.00	1 0.00	396 0.21	0 0.00	397 0.21
		<b>Assigned to Individual Total</b>	0 0.00	2 0.04	932 0.29	0 0.00	934 0.29
	Metro B Hosting	James Gramse	2 1.95	0 0.00	0 0.00	0 0.00	2 1.95
		Justin Rasmussen	0 0.00	0 0.00	4 0.16	0 0.00	4 0.16
		Paul Seager	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		<b>Assigned to Individual Total</b>	2 1.95	0 0.00	16 0.04	0 0.00	18 0.25
	Metro C Desktop Support	Ed Radke	0 0.00	0 0.00	1 1.09	0 0.00	1 1.09
		Ken Knobel	0 0.00	0 0.00	1 0.58	0 0.00	1 0.58

# Enterprise Incident Report January 2012

As of 2/23/2012

## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Metro C Desktop Support	Troy Buchanan	0 0.00	0 0.00	2 1.82	0 0.00	2 1.82
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 1.33	0 0.00	4 1.33
	Metro C Help Desk	Chris Olson	0 0.00	0 0.00	1 0.55	0 0.00	1 0.55
		Reed Stohel	0 0.00	0 0.00	50 0.00	0 0.00	50 0.00
		Ross Owen	0 0.00	0 0.00	38 0.02	0 0.00	38 0.02
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	89 0.01	0 0.00	89 0.01
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	8 0.00	0 0.00	8 0.00
		Jed Patrick	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		John Robinson	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	20 0.00	0 0.00	20 0.00
	Network Operations	Brant Davis	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Christie Burnham	0 0.00	0 0.00	9 0.01	0 0.00	9 0.01

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Operations Production Control	Duane Hardy	0 0.00	0 0.00	11 0.11	0 0.00	11 0.11
		Lester Aoki	0 0.00	0 0.00	2 0.53	0 0.00	2 0.53
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	23 0.10	0 0.00	23 0.10
	ORS Adobe Support	Justin Rasmussen	0 0.00	0 0.00	12 1.78	0 0.00	12 1.78
		Ken Matheson	0 0.00	0 0.00	1 0.63	0 0.00	1 0.63
		Tim Corless	0 0.00	0 0.00	1 26.47	0 0.00	1 26.47
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	14 3.46	0 0.00	14 3.46
	ORS Case Imaging	Dan Barrett	0 0.00	0 0.00	3 2.07	0 0.00	3 2.07
		Les Roberts	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	4 1.55	0 0.00	4 1.55
	ORS Content Manager	Dan Barrett	0 0.00	0 0.00	1 2.67	0 0.00	1 2.67
		Les Roberts	0 0.00	0 0.00	1 0.97	0 0.00	1 0.97
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	2 1.82	0 0.00	2 1.82
	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	13 0.26	0 0.00	13 0.26

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0.00	0 0.00	6 1.66	0 0.00	6 1.66
		Jessica Purcell	0 0.00	0 0.00	23 0.00	0 0.00	23 0.00
		John Donaldson	0 0.00	0 0.00	50 0.07	1 0.35	51 0.08
		Paul Petersen	0 0.00	0 0.00	17 2.05	0 0.00	17 2.05
		Robert Case	0 0.00	0 0.00	33 1.08	0 0.00	33 1.08
		Ron LeBaron	0 0.00	0 0.00	37 0.68	0 0.00	37 0.68
		Todd Hardy	0 0.00	0 0.00	5 2.20	0 0.00	5 2.20
		Troy Morris	0 0.00	0 0.00	11 0.48	0 0.00	11 0.48
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	195 0.68	1 0.35	196 0.68
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	7 0.21	0 0.00	7 0.21
		Don Higgs	0 0.00	0 0.00	6 1.30	0 0.00	6 1.30
		Kim Ratushniak	0 0.00	0 0.00	31 0.00	0 0.00	31 0.00
		Lori Hartzell	0 0.00	0 0.00	29 1.10	0 0.00	29 1.10
		Neil Smedley	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Rodney Peterson	0 0.00	0 0.00	1 3.02	0 0.00	1 3.02
		Ruston McKay	0 0.00	0 0.00	63 0.22	0 0.00	63 0.22
		Ryan Casey	0 0.00	0 0.00	10 0.59	0 0.00	10 0.59
		Steven Haderlie	0 0.00	0 0.00	1 1.63	0 0.00	1 1.63
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	152 0.42	0 0.00	152 0.42
	Rural South Desktop Support	Doug Chaston	0 0.00	0 0.00	4 0.26	0 0.00	4 0.26
		Doug Thornton	0 0.00	0 0.00	4 0.25	0 0.00	4 0.25
		Lance Nay	0 0.00	0 0.00	12 0.00	0 0.00	12 0.00
		Lane Adams	0 0.00	0 0.00	6 3.21	0 0.00	6 3.21
		Meladye Shively	0 0.00	0 0.00	2 1.18	0 0.00	2 1.18
		Ryan Bennett	0 0.00	0 0.00	2 0.46	0 0.00	2 0.46
		Scott Jesienouski	0 0.00	0 0.00	7 0.47	0 0.00	7 0.47
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	37 0.75	0 0.00	37 0.75
	Salt Lake Data Center Operations	Darren Wayment	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

# Enterprise Incident Report January 2012

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Salt Lake Data Center Operations	Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Bart Grant	0 0.00	0 0.00	3 0.99	0 0.00	3 0.99
		Assigned to Individual Total	0 0.00	0 0.00	3 0.99	0 0.00	3 0.99
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	2 5.35	0 0.00	2 5.35
		Luis Larios	0 0.00	0 0.00	4 3.35	0 0.00	4 3.35
		Assigned to Individual Total	0 0.00	0 0.00	6 4.01	0 0.00	6 4.01
	Voice Engineering	Dave Vasenda	0 0.00	0 0.00	1 1.57	0 0.00	1 1.57
		Assigned to Individual Total	0 0.00	0 0.00	1 1.57	0 0.00	1 1.57
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	4 0.47	0 0.00	4 0.47
		Julie Sabato	0 0.00	3 0.43	0 0.00	0 0.00	3 0.43
		Kelly Johnson	0 0.00	0 0.00	3 0.63	0 0.00	3 0.63
		Leon Owen	0 0.00	1 0.59	0 0.00	0 0.00	1 0.59
		Romanza Hamblin	0 0.00	0 0.00	21 0.59	2 0.29	23 0.57
		Assigned to Individual Total	0 0.00	4 0.47	28 0.58	2 0.29	34 0.55

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## Human Services

			Critical	High	Low	Medium	ATTR Total
Human Services	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	1 1.84	0 0.00	1 1.84
		Greg Blessing	0 0.00	0 0.00	1 2.23	0 0.00	1 2.23
		Mike Johnson	0 0.00	0 0.00	1 6.31	0 0.00	1 6.31
		Spencer Blodgett	0 0.00	0 0.00	1 1.90	0 0.00	1 1.90
		T Artis	0 0.00	0 0.00	2 1.95	0 0.00	2 1.95
		Assigned to Individual Total	0 0.00	0 0.00	6 2.70	0 0.00	6 2.70
	Assigned Group Total		2 1.95	7 0.38	1,897 1.28	5 5.60	1,911 1.28
Customer Company Total			2 1.95	7 0.38	1,897 1.28	5 5.60	1,911 1.28

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## Human Services

### Detail

<b>INC000000376873</b>	Rod Cromar	PC/Laptop	Error	Utah Statewide Immunization In	TIR Missed: Yes	1.28
	Application Support - USIIS	JC Alexander	Human Services	Low Closed	TTR Missed: Yes	9.51
<b>INC000000379664</b>	Scott Abeyta	Application	None	None	TIR Missed: Yes	7.80
	Application Support - MMIS	John Campbell	Human Services	Low Closed	TTR Missed: Yes	690.42
<b>INC000000395333</b>	Bart Mason	PC/Laptop	Hardware	None	TIR Missed: No	0.21
	Rural North Desktop Support	Don Higgs	Human Services	Low Closed	TTR Missed: No	0.30
<b>INC000000405854</b>	Barbara Vargas	Telecom	Feature	Telephone	TIR Missed: Yes	1.57
	Voice Engineering	Dave Vasenda	Human Services	Low Closed	TTR Missed: No	1.57
<b>INC000000411013</b>	Donalin Martin	None	None	BlackBerry Configuration	TIR Missed: Yes	7.10
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: Yes	150.87
<b>INC000000411867</b>	Dori Wintle	Application	None	Novell GroupWise	TIR Missed: Yes	7.56
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: Yes	49.15
<b>INC000000412180</b>	Scott Gerber	None	None	None	TIR Missed: No	0.07
	Application Services	Bill Felt	Human Services	Low Closed	TTR Missed: Yes	465.86
<b>INC000000427629</b>	Kira Pedroza	Application	None	Citrix ICA Client	TIR Missed: No	0.88
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: Yes	22.36
<b>INC000000431148</b>	Jil Tooker	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	
<b>INC000000431759</b>	Stephanie Hernandez	None	None	None	TIR Missed: Yes	1.33
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	1.64
<b>INC000000431762</b>	Donalin Martin	None	None	BlackBerry Configuration	TIR Missed: Yes	1.33
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	1.66
<b>INC000000431763</b>	Pam Boydston	None	None	None	TIR Missed: Yes	1.33
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	2.76
<b>INC000000431872</b>	Wayne Airmet	Application	None	State Payroll Time Entry System	TIR Missed: No	0.41
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.87
<b>INC000000432004</b>	Kris Shaw	PC/Laptop	None	None	TIR Missed: No	0.71
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.71
<b>INC000000432575</b>	Kristin Urry	Network	Incident	None	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: No	1.72
<b>INC000000433778</b>	Jennette Stone	None	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.64



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## Human Services

<b>INC000000433885</b>	Sherrie Snow	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000434298</b>	Dawn Hollingsworth	Application	Error	Microsoft Word		TIR Missed: No	0.28
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	2.28
<b>INC000000434557</b>	Cyndi Cox	None	None	Adobe Acrobat		TIR Missed: Yes	1.37
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	1.37
<b>INC000000435440</b>	Mindy Saari	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000435942</b>	Patrick Burton	Application	Error	Microsoft Word		TIR Missed: No	0.84
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: Yes	12.60
<b>INC000000435989</b>	Tina Lloyd	None	None	None		TIR Missed: No	0.20
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000436202</b>	Adam Dover	PC/Laptop	None	None		TIR Missed: No	0.31
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.08
<b>INC000000436451</b>	Sandra Gustaveson	Network	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	2.04
<b>INC000000437013</b>	Jason Burton	Application	None	None		TIR Missed: No	0.08
	ORS Adobe Support	Tim Corless	Human Services	Low	Closed	TTR Missed: Yes	26.47
<b>INC000000437405</b>	Darlene Pierce	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437410</b>	Sheila Shumway	Application	None	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437489</b>	Jim A Miller	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000437652</b>	Tina Myers	Network	Incident	None		TIR Missed: No	0.04
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	3.02
<b>INC000000437663</b>	Lisa Graham	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: Yes	6.18
<b>INC000000437777</b>	Zachary W Gillespie	Application	Password	None		TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000437798</b>	Amber Levao	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437799</b>	Jesse Killpack	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000437803</b>	Bruce James	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437817</b>	james Athey	None	None	None	TIR Missed: No	0.07
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000437928</b>	Marcie Kay	None	None	None	TIR Missed: No	0.00
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437945</b>	Tylean Peck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437946</b>	Lindsey Call	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.29
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000437953</b>	Rick Birrell	None	None	None	TIR Missed: No	0.00
Capitol Hosting	Mike Tyrrell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437971</b>	Erica Vunder	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000437985</b>	Clark Fowlke	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438014</b>	Rebecca Mullan	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.31
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000438039</b>	Rebekah Ramey	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438040</b>	Pauletta Worthen	None	None	None	TIR Missed: No	0.01
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000438043</b>	Scott Abeyta	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438047</b>	Jeff Marrott	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438049</b>	Julie Mortensen	None	None	None	TIR Missed: No	0.56
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.30
<b>INC000000438052</b>	Bethany Votroubek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438055</b>	Krista Murphy	None	None	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438060</b>	Debra Dopp	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000438061</b>	Sherrie Chynoweth	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438065</b>	Marva Anderson	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438068</b>	Krista Murphy	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.48
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.78
<b>INC000000438078</b>	Eric Jenkins	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000438082</b>	Chuck Berglund	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438085</b>	Lisa Tarbox	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438098</b>	Deborah Wilbur	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438109</b>	Angela Schmith	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438117</b>	Brian Olsen	Application	Password	Citrix ICA Client		TIR Missed: No	0.67
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000438121</b>	Nancy Newman	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438134</b>	Carrie Worthen	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.95
<b>INC000000438167</b>	Sherrie Chynoweth	Application	Error	PGP		TIR Missed: No	0.17
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000438183</b>	Jerad Wallace	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438215</b>	Rebecca Mullan	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438216</b>	Yolanda Copeland	Network	Password	pgp		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438224</b>	Kiri Brough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438238</b>	Clark Fowlke	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000438257</b>	Cindy S Clark Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438258</b>	Gladys Davis Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.44 2.36
<b>INC000000438270</b>	Jarilyn Sterling Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.60
<b>INC000000438281</b>	Evelyn Cloward Rural Central Desktop Support	Network Jeremy Standifird	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.40
<b>INC000000438283</b>	Nancy Gould Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.38
<b>INC000000438296</b>	Denise Bradshaw Metro B Help Desk	Application Val Shepherd	None Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438341</b>	Yolanda Copeland Help Desk	Application Brenda Treadway	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.36 0.57
<b>INC000000438347</b>	Linda Wininger Metro B Desktop Support	PC/Laptop Peter Musser	Virus Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.25 4.36
<b>INC000000438352</b>	Lennie Knowlton Metro B Help Desk	Application Val Shepherd	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.25
<b>INC000000438361</b>	Barbara Toler Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438373</b>	Olga Cordero Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.36
<b>INC000000438401</b>	Laurie Adams Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.60
<b>INC000000438403</b>	Stacy Gibson Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438408</b>	Shamayne Russell Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438410</b>	Cheryl Dubach Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438412</b>	Ivana Meandzija Metro B Help Desk	Application Val Shepherd	None Human Services	Contract Approval Payment Sys Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438421</b>	Mark Hollingshead Rural South Desktop Support	PC/Laptop Ryan Bennett	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.73 0.73

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## Human Services

<b>INC000000438427</b>	Nancy Nixon Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000438434</b>	Rebecca Mullan Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438459</b>	Becky Gallegos Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.84
<b>INC000000438460</b>	Lorraine Morgan Operations Production Control	None Lester Aoki	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.07
<b>INC000000438465</b>	Stacey Torres Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.27
<b>INC000000438466</b>	Dan Chatterton Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.23
<b>INC000000438467</b>	Jody Eby Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.36 0.82
<b>INC000000438472</b>	Lory Pond Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000438473</b>	Nuchanaad Martin Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.74 1.94
<b>INC000000438476</b>	Gladys Davis Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.78 0.78
<b>INC000000438479</b>	Christine Peasley Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438485</b>	Jann Nishimoto Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.78 0.81
<b>INC000000438491</b>	Alisa Alonzo Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.93 1.03
<b>INC000000438495</b>	Sandra Gustaveson Metro B Desktop Support	PC/Laptop Anthony Booyse	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.42 2.25
<b>INC000000438514</b>	Linda Baggs Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000438544</b>	Judy Hull Metro B Desktop Support	PC/Laptop Peter Musser	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.08 4.32
<b>INC000000438548</b>	Ming Wang Application Services	Network Tony Larsen	Virus Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.88 3.39

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## Human Services

<b>INC000000438549</b>	Lulama Soko	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438554</b>	Christine Peasley	Network	Incident	None	TIR Missed: No	0.49
Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	3.08
<b>INC000000438560</b>	Joseph Gonzalez	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.05
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: N/A	
<b>INC000000438561</b>	Dani Herzog	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438563</b>	Steve Jay	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438564</b>	Stacey Gleed	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.49
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	5.60
<b>INC000000438582</b>	Stacey Keyes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.03
<b>INC000000438589</b>	Marty Robins	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438600</b>	A Sue Taylor	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000438649</b>	Marilyn Holiday	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000438668</b>	Don Reid	Application	Error	Novell GroupWise	TIR Missed: No	0.09
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000438686</b>	Karlene Kjerstin	Application	Error	PGP	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000438715</b>	Curtis Downing	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438727</b>	Penny Rice	None	None	Office of Recovery Services Infrc	TIR Missed: No	0.44
Mainframe Systems Support	Greg Shoop	Human Services	Low	Closed	TTR Missed: No	2.25
<b>INC000000438756</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000438757</b>	Rashelle Butcher	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000438774</b>	Gene Ashdown	Application	Error	ZENworks for Desktops	TIR Missed: No	0.07
Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	3.52

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## Human Services

<b>INC000000438778</b>	Carlos Sylvanstoke	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000438782</b>	Zlatko Porobic	Application	Error	Novell GroupWise		TIR Missed: No	0.50
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.84
<b>INC000000438783</b>	Jil Tooker	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438785</b>	Joanna Anderson	None	None	RSA SecurID Software Token		TIR Missed: No	0.20
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000438799</b>	Thomas McCloud	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000438800</b>	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.41
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000438802</b>	Dorothy Richardson	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438803</b>	Betty Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438840</b>	Brooke Bradshaw	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000438865</b>	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000438871</b>	Ellen Carle	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438912</b>	Rob Ross	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000438927</b>	Margo Vick	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438933</b>	Eric Bonnett	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000438949</b>	Joseph Gonzalez	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000438953</b>	Nan Mendenhall	None	None	None		TIR Missed: No	0.14
	Voice Operations	Julie Sabato	Human Services	High	Closed	TTR Missed: No	0.50
<b>INC000000438954</b>	Margo Vick	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000438966</b>	Jenna Leishman	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.69
<b>INC000000438974</b>	Jenna Leishman	None	None	PGP		TIR Missed: No	0.17
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.59
<b>INC000000438984</b>	Joanne Shugart	None	None	Novell GroupWise		TIR Missed: No	0.09
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000438999</b>	Pat Peterson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000439023</b>	Gladys Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439029</b>	Robert Jones	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439039</b>	Rebecca Collier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439064</b>	Marty Shannon	Application	Reporting	SAFE		TIR Missed: No	0.18
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000439065</b>	Helen M DiCaro	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000439066</b>	Bruce W Zylks	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439130</b>	Paul Carver	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439131</b>	Jodi Patterson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439132</b>	Jodi Patterson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439140</b>	Eliza Tompkins	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000439148</b>	Celeste LaBorde	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439152</b>	Jarilyn Sterling	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000439160</b>	Valerie King	PC/Laptop	Hardware	None		TIR Missed: No	0.60
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	2.75



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## Human Services

<b>INC000000439164</b>	Paul Whitehead	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000439165</b>	Thomas Smith	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.50
<b>INC000000439167</b>	Kyle Goudie	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.51
<b>INC000000439168</b>	Maria Mulitalo	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.52
<b>INC000000439187</b>	Gina Thomas	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000439197</b>	Paula Loakes	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.89
<b>INC000000439205</b>	Brent Platt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000439217</b>	Ernest Akimseu	None	None	Adobe Acrobat	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.95
<b>INC000000439221</b>	Josie Angerhoser	Application	Password	Novell GroupWise	TIR Missed: No	0.37
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.48
<b>INC000000439224</b>	Lori Jones	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000439226</b>	Jennie Olson	PC/Laptop	Password	None	TIR Missed: No	0.13
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	2.01
<b>INC000000439230</b>	Kari Smith	PC/Laptop	None	None	TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	3.42
<b>INC000000439240</b>	Carol Grawey	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	3.03
<b>INC000000439247</b>	Angela Schmith	None	None	None	TIR Missed: Yes	1.67
	Application Services	Paul Lundell	Human Services	Low Closed	TTR Missed: No	2.88
<b>INC000000439266</b>	Richard Hallam	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.12
	Metro B Desktop Support	Wayne Higgs	Human Services	Low Closed	TTR Missed: No	5.42
<b>INC000000439268</b>	Gary Howarth	Application	None	None	TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.05
<b>INC000000439274</b>	Naomi Curiel	PC/Laptop	Hardware	None	TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.46

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## Human Services

<b>INC000000439276</b>	Sheryl St Clair	Application	None	SAFE		TIR Missed: No	0.12
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.20
<b>INC000000439281</b>	Vickie Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439288</b>	Jana Gierisch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439308</b>	Lorene Afo	Application	None	SAFE		TIR Missed: No	0.45
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.19
<b>INC000000439314</b>	Marcie Kay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000439315</b>	Debbie Koew	Application	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.05
<b>INC000000439316</b>	Mary C Blackburn	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439317</b>	Bonnie Northrup	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439329</b>	Debbie Koew	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439340</b>	Anna Reposa	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.86
<b>INC000000439349</b>	Christopher Stock	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000439350</b>	Jana Gierisch	None	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000439352</b>	Curtis Downing	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000439359</b>	Susan Johnson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439360</b>	Wendy Ludlow	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.78
<b>INC000000439361</b>	Janie Lopez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439362</b>	Janie Lopez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000439364</b>	Melissa Black	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439381</b>	Brian D Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439385</b>	James Musgrave	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000439387</b>	Brian D Nelson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439390</b>	Les Carter	Application	Error	Novell GroupWise		TIR Missed: No	0.28
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000439395</b>	Dawn Hollingsworth	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439406</b>	Candice Barber	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000439423</b>	Jennifer Coomer	Application	Error	Medicaid Managed Information :		TIR Missed: No	0.66
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000439426</b>	Daniel Musto	PC/Laptop	Error	None		TIR Missed: No	0.93
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.96
<b>INC000000439437</b>	Janeen Brazier	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439444</b>	Wendy Thompson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000439452</b>	Heidi Hansen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439455</b>	Linda Obrien	PC/Laptop	Error	None		TIR Missed: No	0.73
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: Yes	6.35
<b>INC000000439463</b>	Julie Elder	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.15
<b>INC000000439476</b>	Malcolm Evans	Application	None	Novell GroupWise		TIR Missed: No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.73
<b>INC000000439480</b>	Phillip Jones	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439482</b>	Linda Baggs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	

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## Human Services

<b>INC000000439488</b>	Lory Pond	Application	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000439499</b>	Peggy Major	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000439504</b>	Deena Ott	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000439510</b>	Craig Neibaur	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.66
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.39
<b>INC000000439530</b>	Judy Hammer	Application	None	Novell GroupWise		TIR Missed: No	0.44
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	2.58
<b>INC000000439534</b>	Laurie Roderick	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439545</b>	David Cianto	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	5.18
<b>INC000000439547</b>	Janis Widdison	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439549</b>	Jorge Noguera	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439567</b>	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439571</b>	Mindy Sneddon	Mobile Devices	None	None		TIR Missed: No	0.54
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000439589</b>	Curtis Downing	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439604</b>	Rebecca Collier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439606</b>	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439609</b>	Zlatko Porobic	Application	None	BlueZone		TIR Missed: Yes	1.01
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.30
<b>INC000000439614</b>	Matt Church	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.95
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.25
<b>INC000000439616</b>	Melissa Herrera	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000439623</b>	Elaine Maltby Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.75
<b>INC000000439632</b>	Melanie Reynolds Metro B Help Desk	None Gary Graham	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439641</b>	Steve Jay Metro B Desktop Support	Application Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.52
<b>INC000000439651</b>	Jill McAfee Metro B Help Desk	Application Val Shepherd	None Human Services	Contract Approval Payment Sys Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439652</b>	Christopher Fiagle Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000439665</b>	Savannah Leonard Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439708</b>	Jennifer Coomer Application Support - MMIS	None John Campbell	None Human Services	Medicaid Managed Information : Low	Closed	TIR Missed: No TTR Missed: Yes	0.14 6.40
<b>INC000000439714</b>	Heather Allinson Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439715</b>	Jaimee Little Help Desk	Application Julie VanBeekum	Error Human Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.12
<b>INC000000439718</b>	Janis Widdison Rural North Desktop Support	Application Lori Hartzell	None Human Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.08
<b>INC000000439730</b>	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439734</b>	Kathleen Fife Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439735</b>	Tami Long Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.65
<b>INC000000439746</b>	Cathy Miller Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439749</b>	Maltin Hakrama Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439764</b>	Aude Bermond Hamlet Metro C Help Desk	None Reed Stohel	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000439773</b>	Christopher Fiagle Metro B Help Desk	Application Val Shepherd	None Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000439795</b>	Mary Jensen	PC/Laptop	Performance	None		TIR Missed: No	0.78
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	3.15
<b>INC000000439802</b>	Margaret Farrington	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000439803</b>	Ashley Brown	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439824</b>	Curtis Downing	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439836</b>	Vickie Long	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439845</b>	Robert Jowett	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000439854</b>	Adam Ashworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439862</b>	Amy N Hall	Application	None	SAFE		TIR Missed: Yes	1.46
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.07
<b>INC000000439863</b>	Janet E Campbell	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000439865</b>	Sherrie Chynoweth	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.42
<b>INC000000439877</b>	Janie Lopez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000439884</b>	Ronni Eggen	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439888</b>	Dian Chivers	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439889</b>	Linda Prince	None	None	511 Travelers Information Syste		TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000439903</b>	Peggy Allen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439912</b>	Aubrey Myers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439913</b>	Aileen Macart	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000439921</b>	Tammy Powell	Application	Password	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439925</b>	Brad Tomlinson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439928</b>	Bethany Votroubek	Application	Error	SAFE		TIR Missed: No	0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000439932</b>	Jessica Stubbs	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439935</b>	Nicki Bidlack	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000439947</b>	Joseph Harmon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000439963</b>	Misty Bringhurst	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.76
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.76
<b>INC000000439986</b>	Larry H. brown	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440000</b>	Lori Butler	Application	Reporting	Office of Recovery Services Infc		TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000440012</b>	Brent Platt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440023</b>	Nancy Barowski	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440027</b>	Sheila Shumway	None	None	Office of Recovery Services Infc		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440100</b>	Jessi Calder	Network	Incident	IManager		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	2.91
<b>INC000000440114</b>	Jeri Boyle	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440116</b>	Diane Hannah	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000440127</b>	Rebecca Collier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440155</b>	Lorraine Morgan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Lester Aoki	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000440165</b>	Gordon Gunn Metro B Help Desk	Application Val Shepherd	None Human Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440166</b>	Denise Bradshaw Rural South Desktop Support	Application Doug Chaston	Error Human Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440169</b>	Colleen Garrett Help Desk	Network Julie VanBeekum	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440175</b>	Ken Ransom Metro B Help Desk	None Val Shepherd	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.20
<b>INC000000440181</b>	Misty Bringham Metro D Help Desk	Network Doug Brown	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440194</b>	Terri Dixon Rural Central Desktop Support	Network Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.50
<b>INC000000440196</b>	Joy Stover Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.28
<b>INC000000440198</b>	Lory Pond Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000440203</b>	Carol Black Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.23
<b>INC000000440205</b>	Jessica Gallegos Metro B Desktop Support	Network Annice Valdez	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.94
<b>INC000000440207</b>	Darrin Lee Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.29
<b>INC000000440214</b>	Corvin Bergstrom Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440215</b>	Stacey Boyd Rural Central Desktop Support	PC/Laptop Robert Case	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.34 0.34
<b>INC000000440236</b>	Mike Derbidge Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440243</b>	Holly Pope Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
<b>INC000000440266</b>	Christine Peasley Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.42 0.51
<b>INC000000440268</b>	Tonya Myrup Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03



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## Human Services

<b>INC000000440297</b>	Patrice Dozier Metro B Help Desk	Mainframe Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.24
<b>INC000000440298</b>	Shelly Park Operations Production Control	Mainframe Duane Hardy	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.24
<b>INC000000440316</b>	Bart Mason Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 5.48
<b>INC000000440317</b>	Stormi Fairbanks Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440320</b>	Gina Thomas Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000440325</b>	Pam Lee Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.01
<b>INC000000440330</b>	Lynne Wright Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440352</b>	John Godfrey Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440358</b>	Wendy Thompson Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440366</b>	Jeffie Stones Help Desk	Application Vicky Marrelli	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.16 1.75
<b>INC000000440368</b>	Carlyn Stansfield Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000440374</b>	Lee Manley Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440388</b>	Marty Robins Rural North Desktop Support	None Ruston McKay	None Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.60
<b>INC000000440393</b>	Cherilyn Webster Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440397</b>	Marty Robins Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440400</b>	Brenda Fotheringham Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000440410</b>	Kathy Wilcox Help Desk	Telecom Julie VanBeekum	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000440412</b>	Robbie Adams	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	5.64
<b>INC000000440414</b>	Tom Hess	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000440419</b>	Elaine Totten	Application	Error	PGP		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.34
<b>INC000000440424</b>	Christopher Stock	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440429</b>	Monica Hernandez	Application	Password	Utah Master Directory		TIR Missed: No	0.51
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.27
<b>INC000000440434</b>	Jessica Gallegos	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.84
<b>INC000000440439</b>	Brianna Jones	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440442</b>	Ceci Castillo	Telecom	None	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000440449</b>	Tammera Bingham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440462</b>	Mary Durfee	None	None	ZENworks for Desktops		TIR Missed: No	0.26
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000440469</b>	Debbie Jones	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.25
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.38
<b>INC000000440493</b>	Polly Colbert	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000440495</b>	Marty Robins	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440496</b>	Mark Perry	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440566</b>	Mary Durfee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000440610</b>	Bob Parker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440622</b>	Darlene Pierce	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12

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## Human Services

<b>INC000000440630</b>	Diana Corona	Application	Error	Office of Recovery Services Inf	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Human Services	Low Closed	TTR Missed: No	1.00
<b>INC000000440644</b>	Lisa Green	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440648</b>	Diane Maciel	Application	None	None	TIR Missed: No	0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.71
<b>INC000000440660</b>	Amy N Hall	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.69
<b>INC000000440690</b>	Yolanda Copeland	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.52
<b>INC000000440759</b>	Jamie Groo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440762</b>	Jacci Yeager	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000440766</b>	Lory Pond	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440774</b>	Albert Phipps	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440789</b>	Alison Warner	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440797</b>	Troy Gasser	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440809</b>	Kori Richins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440812</b>	Craig Neibaur	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440827</b>	Ryan Parker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440830</b>	Lamont Felt	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440832</b>	Kerry Soelberg	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000440836</b>	Shellene West	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.19

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## Human Services

<b>INC000000440841</b>	Dan Bessinger	Application	Error	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440844</b>	Dan Bessinger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440846</b>	Phil Mendelson	Application	Error	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440850</b>	Rachel Edwards	Application	Error	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440853</b>	Phil Mendelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440857</b>	Rachel Edwards	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440860</b>	Annette Babisz	Network	None	None		TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000440866</b>	Jacqueline Burks	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440875</b>	Jacqueline Burks	Wireless Connectivity	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000440887</b>	Ruth Hauser	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440928</b>	Jennifer Stoltmann	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000440950</b>	Amaita Livoyochi	Application	Reporting	Utah Cares		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440964</b>	D'Lyn Mayne	Application	Reporting	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440965</b>	Margo Vick	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440966</b>	Josette Harding	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440967</b>	D'Lyn Mayne	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000440976</b>	Linda Wininger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: Yes	6.60

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<b>INC000000440982</b>	Felicia Thomas	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441002</b>	Tammy Knight	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441007</b>	Diane Miller	None	None	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441022</b>	Navina Forsythe	None	None	None		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000441024</b>	Jacob Larson	PC/Laptop	None	None		TIR Missed: No	0.21
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000441025</b>	Rod Talaeai	PC/Laptop	None	None		TIR Missed: No	0.32
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.77
<b>INC000000441027</b>	Brent Platt	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441035</b>	Kelly Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441040</b>	Kiri Brough	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441052</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441066</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441068</b>	Rachel Burningham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441073</b>	Marilee Greenland	Application	Error	None		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000441085</b>	Tracy Cundick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441106</b>	Denese Bleak	Network	Incident	None		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000441110</b>	Lana Kopecky	Application	Error	Contract Approval Payment Sys		TIR Missed: No	0.00
	Capitol Hosting	Kyle Burkhardt	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000441116</b>	Yanoula Dounias	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21

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<b>INC000000441120</b>	Heather Holbrook Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441125</b>	Albert Phipps Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.26
<b>INC000000441140</b>	Navina Forsythe Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: N/A	0.64
<b>INC000000441164</b>	Ivana Meandzija Metro B Help Desk	Application Val Shepherd	None Human Services	Contract Approval Payment Sys Low	TIR Missed: No TTR Missed: No	0.00 0.06
<b>INC000000441180</b>	Denise Anderson Metro B Help Desk	Application Val Shepherd	None Human Services	Utah System for Tracking Eligibi Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441186</b>	Terri Brandon Rural Central Desktop Support	PC/Laptop Troy Morris	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 2.88
<b>INC000000441194</b>	Shawna Cales Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.16
<b>INC000000441201</b>	Laureen Wilson Rural Central Desktop Support	Wireless Connectivity Troy Morris	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.93 1.49
<b>INC000000441206</b>	Gay Lynn Hatch Voice Operations	Telecom Romanza Hamblin	Feature Human Services	Telephone Low	TIR Missed: Yes TTR Missed: No	1.17 1.17
<b>INC000000441220</b>	Denise Fairbourn Metro B Desktop Support	None Jay Locker	None Human Services	Microsoft PowerPoint Low	TIR Missed: No TTR Missed: No	0.27 3.30
<b>INC000000441244</b>	Mary C Blackburn Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441248</b>	Curtis Downing Help Desk	Application Vicky Marrelli	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441255</b>	Tamera Weis Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000441267</b>	Justina Flesher Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.05 0.10
<b>INC000000441274</b>	Rochelle T Davis Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441277</b>	Julia K Armstrong Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
<b>INC000000441279</b>	Donna Russell Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.02

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<b>INC000000441295</b>	Michele Garrick Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000441301</b>	Nuchanaad Martin Help Desk	Application Vicky Marrelli	Password Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441308</b>	Celeste LaBorde Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000441319</b>	Shaunna Skidmore Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441321</b>	Teresa Gray Metro B Help Desk	Application Val Shepherd	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441347</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.10
<b>INC000000441362</b>	Julie Blanchard Rural North Desktop Support	None Dane Smith	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.93
<b>INC000000441366</b>	Zlatko Porobic Operations Production Control	None Duane Hardy	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441386</b>	Justina Flesher Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.39
<b>INC000000441395</b>	Rebel Smith Mainframe Systems Support	Mainframe Greg Shoop	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.82 2.82
<b>INC000000441399</b>	Donelle Clements Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000441402</b>	Stacy Gibson Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441404</b>	Nicki Bidlack Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.11
<b>INC000000441420</b>	Connie R Frandsen Metro B Help Desk	Application Val Shepherd	Error Human Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.59
<b>INC000000441434</b>	John Lowder Application Support - Single Signon	Application Lana Larsen	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441445</b>	Vicky Ford Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.40 0.43
<b>INC000000441449</b>	Joseph Harmon Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000441469</b>	Vanessa Jarrell	Wireless Connectivity	Performance	None		TIR Missed: No	0.22
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000441533</b>	Mavis Stevenson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441553</b>	Kathleen Fife	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441558</b>	Nuchanaad Martin	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000441568</b>	Jana Gierisch	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441570</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000441579</b>	Nuchanaad Martin	Application	Error	Novell GroupWise		TIR Missed: No	0.43
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000441580</b>	Justina Flesher	Network	Incident	None		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000441582</b>	Justina Flesher	Network	Incident	None		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000441587</b>	Justina Flesher	Network	Incident	None		TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000441588</b>	Carol Kendall	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000441589</b>	Justina Flesher	Network	Incident	None		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000441591</b>	Paul Jordan	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000441594</b>	Patrice Dozier	Network	Error	None		TIR Missed: No	0.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	4.52
<b>INC000000441597</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000441598</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000441599</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.20



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## Human Services

<b>INC000000441607</b>	Cassie Selim	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000441613</b>	Karen Grenz	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000441620</b>	Gene Ashdown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441622</b>	Angela Hansen	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000441630</b>	Navina Forsythe	None	None	None	TIR Missed: No	0.00
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: Yes	10.28
<b>INC000000441632</b>	Frances Mogen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441634</b>	Arthur Hobbs	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441657</b>	Fisi Moleni	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.46
<b>INC000000441666</b>	Melissa Simon	Network	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.74
<b>INC000000441668</b>	Fisi Moleni	Network	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441677</b>	Shirley Branagan	Network	Password	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441733</b>	Carol Myers	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441740</b>	Yanoula Dounias	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441741</b>	Francis Mateaki	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441743</b>	Rita Munson	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441751</b>	Coby Drake	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441787</b>	Alene Wrobel	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000441807</b>	Julie Taylor Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000441813</b>	Shirley Coulter Rural Central Desktop Support	Application John Donaldson	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441819</b>	Tammy W Harris Metro B Help Desk	Mainframe Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000441823</b>	Lisa Hampton Rural Central Desktop Support	None John Donaldson	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441825</b>	Danny R Wheatley Rural Central Desktop Support	Network Paul Petersen	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 2.90
<b>INC000000441837</b>	Angela Hansen Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441847</b>	Daniel Musto Application Services	Mobile Devices Danielle Hood	None Human Services	None Low	TIR Missed: Yes TTR Missed: Yes	3.37 6.55
<b>INC000000441860</b>	Kari Smith Metro B Help Desk	None Gary Graham	None Human Services	Access Point Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000441873</b>	June Kohles Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000441876</b>	Scott Jacobson Help Desk	Mainframe Brenda Treadway	Password Human Services	None Low	TIR Missed: No TTR Missed: No	0.09 0.09
<b>INC000000441884</b>	Shellie Smith Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.21 0.24
<b>INC000000441885</b>	Karmal Mandel Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.25 1.01
<b>INC000000441898</b>	Patrice Dozier Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.53 3.30
<b>INC000000441903</b>	Lory Pond Metro B Help Desk	Application Val Shepherd	None Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441904</b>	Lisa Martinez Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000441906</b>	Henrietta Appling Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000441921</b>	Toni V Wardle Metro B Help Desk	PC/Laptop Gary Graham	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.16 1.62

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## Human Services

<b>INC000000441938</b>	Rea Bartlett	Application	Password	Citrix ICA Client	TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.15
<b>INC000000441942</b>	Wendy Thompson	PC/Laptop	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: No	0.59
<b>INC000000441951</b>	Lillian Dopp	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.38
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.50
<b>INC000000441962</b>	Cai White	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000441966</b>	Andrew Webb	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Steven Haderlie	Human Services	Low Closed	TTR Missed: No	1.63
<b>INC000000441967</b>	Janis Widdison	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000441976</b>	Suzanne O'Connell	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	3.33
<b>INC000000441994</b>	Joan Kesler	Application	None	PGP	TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.95
<b>INC000000442001</b>	Suzanne Beckstead	Network	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442017</b>	Brad Cook	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442026</b>	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000442029</b>	Andrew Webb	Application	Reporting	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442035</b>	Brian Gomez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.01
<b>INC000000442044</b>	Curtis Downing	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442047</b>	Brad McGarry	Application	Error	Microsoft Windows 7	TIR Missed: No	0.21
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	0.36
<b>INC000000442051</b>	Curtis Downing	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.38
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	4.88
<b>INC000000442052</b>	Sharon Timmons	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000442053</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.02 0.13
<b>INC000000442065</b>	Amber Leonard Rural South Desktop Support	None Lane Adams	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 3.20
<b>INC000000442070</b>	Valyn Pace Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.00 1.11
<b>INC000000442080</b>	Jody Eby Metro B Help Desk	Application Gary Graham	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.35 0.39
<b>INC000000442099</b>	Heather Holbrook Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442110</b>	Justina Flesher Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.17 0.36
<b>INC000000442114</b>	Romina Bishop Metro B Help Desk	Application Gary Graham	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.00 1.45
<b>INC000000442118</b>	Arlene Macanas Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.17 0.30
<b>INC000000442129</b>	Bill Woolley Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442133</b>	Terri Dixon Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442155</b>	Shellie O Peterson Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000442179</b>	Lisa Bruno Voice Operations	Telecom Gail Christiansen	Area Code Human Services	None Low	TIR Missed: No TTR Missed: No	0.26 0.45
<b>INC000000442203</b>	Leslee Butterfield Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000442204</b>	Carrie Worthen Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442212</b>	Deanne Evans Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000442217</b>	Tonya Smith Strategic Communications	None Luis Larios	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.11 0.12
<b>INC000000442234</b>	Lee Fairbourn Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.10

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## Human Services

<b>INC000000442242</b>	Tonya Smith	None	None	None		TIR Missed: No	0.82
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: Yes	7.67
<b>INC000000442243</b>	Dorie Farah	Application	Error	Action Request System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442247</b>	Mack McDonald	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442254</b>	Rene Barrera	Network	Incident	None		TIR Missed: No	0.23
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000442255</b>	Lesla Howell	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442257</b>	Dorie Farah	PC/Laptop	Hardware	None		TIR Missed: No	0.99
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.18
<b>INC000000442276</b>	Geneann Carlino	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442286</b>	Julie Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442289</b>	Marci Day	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442294</b>	Justina Flesher	None	None	None		TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000442310</b>	Barry Richards	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000442317</b>	Jennifer A Morrill	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442329</b>	Linda Obrien	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442332</b>	Jodi Patterson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442338</b>	Sean T Orton	Telecom	Voice Mail	Telephone		TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000442339</b>	Darren Burdette	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000442340</b>	Mary C Blackburn	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000442342</b>	Mary C Blackburn Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442345</b>	Paul Carver Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442366</b>	Steve Elam Metro B Help Desk	Application Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442393</b>	Gary Howarth Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
<b>INC000000442413</b>	Justin Robb Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442414</b>	Fred Butterfield Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442416</b>	Reba Nissen Rural North Desktop Support	PC/Laptop Lori Hartzell	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.22 1.14
<b>INC000000442422</b>	Patrice Dozier Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.16
<b>INC000000442425</b>	Debra Dopp Metro B Help Desk	Application Val Shepherd	None Human Services	IPCC Express Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.14
<b>INC000000442437</b>	Rose Arrive Rural Central Desktop Support	None Jessica Purcell	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442440</b>	Darren Burdette Metro C Desktop Support	PC/Laptop Ken Knobel	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.58 0.58
<b>INC000000442452</b>	Mary Durfee Campus Networking	Network Charmaine Malan	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.10 1.77
<b>INC000000442468</b>	Tamera Weis Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
<b>INC000000442469</b>	Valyn Pace Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.49
<b>INC000000442477</b>	Jennifer Gardner Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Error Code Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 0.20
<b>INC000000442481</b>	Pam Lee Metro B Help Desk	None Janet Hongsyvilay	None Human Services	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.17
<b>INC000000442483</b>	Yanoula Dounias Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.23

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## Human Services

<b>INC000000442496</b>	Marty Robins Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000442504</b>	Jackie Languet Metro A Help Desk	Network Ed Conrad	Password Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.17
<b>INC000000442522</b>	Judy Hammer Metro B Help Desk	PC/Laptop Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.74 0.74
<b>INC000000442523</b>	Brian Pali Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442525</b>	Mark Perry Rural North Desktop Support	Network Kim Ratushniak	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442532</b>	Cindy Cowan Metro D Help Desk	Application Doug Brown	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442534</b>	Jennifer Jamalkowski Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442545</b>	Lea Reaves Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442557</b>	Karmal Mandel Help Desk	Application Vicky Marrelli	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442564</b>	Shannon Black Network Operations	Network Brant Davis	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000442565</b>	Phil Mendelson Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442566</b>	Cynthia Aposhian Metro D Help Desk	Print/Copy/Scan/Fax John Robinson	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442567</b>	Dan Bessinger Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442575</b>	Patricia Hurley Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000442578</b>	Tom Edmonds Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000442584</b>	Lisa Graham Metro B Help Desk	Application Val Shepherd	Password Human Services	Office of Recovery Services Infrc Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000442592</b>	Judy Hammer Metro B Desktop Support	None Anthony Booyse	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000442595</b>	Cindy Cowan	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442611</b>	Wes Larson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442613</b>	Ferris Scobee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442626</b>	Salvador Mendez	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442627</b>	Rick Ericksen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000442628</b>	Rick Ericksen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000442629</b>	Rick Ericksen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000442643</b>	John Peden	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442644</b>	Kelli Karpakis	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000442650</b>	Brent Perry	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442653</b>	Tom Dunford	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442658</b>	Whitney Englund	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442661</b>	LaRissa F Adams	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442663</b>	Linda Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000442670</b>	Marcia Herman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442678</b>	Janis Widdison	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442685</b>	Peggy Williams	PC/Laptop	Error	None		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.52



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## Human Services

<b>INC000000442687</b>	Gordon Gunn	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442714</b>	Zeljka Borro	Mainframe	Error	Office of Recovery Services Inf		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442719</b>	Laurie Flores	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000442725</b>	Barton Lyman	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442735</b>	Sonia Christian	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000442742</b>	Anna Repos	Application	Error	Novell GroupWise		TIR Missed: No	0.82
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000442744</b>	Nicki Bidlack	PC/Laptop	Error	None		TIR Missed: No	0.13
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	5.70
<b>INC000000442749</b>	Pam Boydston	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000442750</b>	Lisa Bruno	None	None	None		TIR Missed: No	0.03
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000442756</b>	Sherri Hernandez	Application	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.18
<b>INC000000442759</b>	Patrice Dozier	Application	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.77
<b>INC000000442768</b>	Janie Lopez	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000442776</b>	Liz Medina	PC/Laptop	Hardware	None		TIR Missed: No	0.26
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.68
<b>INC000000442819</b>	Tom Edmonds	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	3.15
<b>INC000000442826</b>	Charlene Nelson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000442859</b>	Chris Wanlass	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000442863</b>	Sharon Timmons	Application	None	Content Manager		TIR Missed: No	0.17
	ORS Case Imaging	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.72

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## Human Services

<b>INC000000442867</b>	Nuchanaad Martin	Application	Error	Novell GroupWise	TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.40
<b>INC000000442872</b>	Jennifer Jamalkowski	Application	Password	Utah Master Directory	TIR Missed: No	0.21
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.21
<b>INC000000442897</b>	Jessica Jonas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442901</b>	Suzanne O'Connell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442905</b>	Kathy Anderson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442915</b>	Laura Pare	Application	None	Microsoft Excel	TIR Missed: No	0.19
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.48
<b>INC000000442917</b>	Laura Pare	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442926</b>	Carol Black	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.30
	Application Services	Paul Lundell	Human Services	Medium Closed	TTR Missed: Yes	13.53
<b>INC000000442926</b>	Carol Black	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	13.46
	Application Services	Paul Lundell	Human Services	Medium Closed	TTR Missed: Yes	13.53
<b>INC000000442936</b>	Mark Perry	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000442938</b>	Matt Peterson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442943</b>	Rachel Edwards	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442946</b>	Brian Pali	Application	Error	PGP	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442952</b>	Joanne Smuin	Network	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442960</b>	Kathy Maxfield	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442963</b>	Ryan Rasmussen	Application	Error	Utah Cares	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442973</b>	Stacie Pohahau	None	None	Kofax ImageControls	TIR Missed: No	0.58
	ORS Case Imaging	Dan Barrett	Human Services	Low Closed	TTR Missed: No	0.58

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## Human Services

<b>INC000000442982</b>	Stacy Esplin	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.98
<b>INC000000442984</b>	Kimberly Hyde	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442987</b>	Kris Shaw	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000442989</b>	Brandi Duke	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443011</b>	Kathy Wilcox	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.13
<b>INC000000443020</b>	Jared Bunnell	Application	Error	M86	TIR Missed: No	0.84
	Security	Bart Grant	Human Services	Low Closed	TTR Missed: No	0.99
<b>INC000000443025</b>	Lisa Bruno	None	None	BlackBerry Configuration	TIR Missed: No	0.67
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.79
<b>INC000000443034</b>	Ashlee VanAllen	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000443051</b>	Karin Beckstrand	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000443055</b>	Zlatko Porobic	Application	Error	Novell GroupWise	TIR Missed: No	0.34
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	1.08
<b>INC000000443064</b>	Cheryl R Anderson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.25
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	2.36
<b>INC000000443086</b>	Jackie Languet	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.44
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.44
<b>INC000000443123</b>	Kerry Soelberg	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	3.21
<b>INC000000443136</b>	Shannon Ritchie	Application	None	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.08
<b>INC000000443142</b>	Lesa Willhard	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.10
<b>INC000000443177</b>	Celeste LaBorde	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.42
<b>INC000000443191</b>	Giannina Mendieta	Telecom	None	None	TIR Missed: No	0.55
	Metro C Help Desk	Chris Olson	Human Services	Low Closed	TTR Missed: No	0.55

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## Human Services

<b>INC000000443211</b>	Wendy Thompson Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000443223</b>	Troy Shore Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000443229</b>	Alecia Stoker Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 1.11
<b>INC000000443236</b>	Brion Terry Metro C Help Desk	Application Reed Stohel	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443242</b>	Cai White Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000443249</b>	Giannina Mendieta Voice Operations	Telecom Kelly Johnson	Area Code Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.91 0.91
<b>INC000000443265</b>	Becky Snider Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443269</b>	Robert T Burton Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443273</b>	Celeste LaBorde Metro C Help Desk	None Reed Stohel	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443275</b>	Ruth Hauser Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000443276</b>	Rod Cromar Metro C Help Desk	Application Reed Stohel	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443279</b>	Ginger Jacobsen Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443299</b>	Jennifer Jamalkowski Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443318</b>	Marcie Rogers Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000443321</b>	Kevin Kilburn Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	RSA SecurID Software Token Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.19
<b>INC000000443338</b>	Nancy Dunn Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.26 0.62
<b>INC000000443347</b>	Linda Martinez Voice/Data/WAN Services	Telecom T Artis	CrossTalk/Noise/Static Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.66 1.65

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## Human Services

<b>INC000000443349</b>	Jody Sargent	Application	Error	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	1.93
<b>INC000000443351</b>	Melinda Lewis	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.49
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000443354</b>	Carol Black	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000443356</b>	JoAnn Maxwell	Application	Error	Novell GroupWise		TIR Missed: No	0.33
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000443374</b>	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443377</b>	Georgina Trujillo	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.41
	Application Support - EREP IA	Charise Asleson	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000443380</b>	Bret Hardy	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443384</b>	Trisha Markle	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443386</b>	Kris Hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000443389</b>	Jana Gierisch	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443391</b>	Andrew Butcher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443395</b>	Bret Hardy	Application	Error	None		TIR Missed: Yes	1.38
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.38
<b>INC000000443427</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.12
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000443436</b>	Judy M Halford	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000443444</b>	John Lambert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443451</b>	Christy Van Buskirk	Application	None	Novell GroupWise		TIR Missed: No	0.75
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: N/A	
<b>INC000000443453</b>	Leslee Butterfield	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.19

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## Human Services

<b>INC000000443469</b>	Jenny Mendelson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443471</b>	Alicia Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443474</b>	Linda Bright	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443478</b>	Charlene Wilde	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443480</b>	Donelle Clements	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443481</b>	Jason Joe	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443482</b>	Tamie Hamblin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443503</b>	Trisha Glenn	Network	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000443509</b>	Stacey Gleed	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443514</b>	Dorothy Richardson	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443535</b>	Mary C Blackburn	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443537</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443538</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443539</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443540</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443541</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443542</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000443543</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443544</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443545</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443546</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443547</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443548</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443550</b>	Chris Metcalf	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443551</b>	Peter Sorensen	None	None	None	TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443589</b>	Brian Olsen	Application	Error	Citrix ICA Client	TIR Missed: Yes	2.30
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	2.60
<b>INC000000443599</b>	Lindsay Harris	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443612</b>	Kristi Elmer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: Yes	6.11
<b>INC000000443621</b>	Korby Pennington	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443623</b>	Nancy Dunn	PC/Laptop	None	None	TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.76
<b>INC000000443632</b>	Lori Holmes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000443644</b>	Robert Jowett	None	None	internet explorer	TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	2.29
<b>INC000000443655</b>	Mandy Caswell	Application	None	Citrix ICA Client	TIR Missed: No	0.38
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.41
<b>INC000000443656</b>	Marian Scothern	PC/Laptop	Hardware	None	TIR Missed: No	0.61
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: No	0.61

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## Human Services

<b>INC000000443677</b>	Stacy Gibson	None	None	None		TIR Missed: No	0.30
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000443702</b>	Vicky Turner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000443705</b>	Ruth Hauser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443711</b>	LaRissa F Adams	Application	Password	PGP		TIR Missed: No	0.23
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000443714</b>	Mary Jensen	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	0.87
<b>INC000000443741</b>	Charlene Wilde	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443761</b>	Kathy Tollett	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443767</b>	Judy Hammer	Network	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	3.40
<b>INC000000443771</b>	Judy Hammer	PC/Laptop	Error	None		TIR Missed: No	0.14
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	3.39
<b>INC000000443786</b>	Judy Hull	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000443796</b>	Rebekah Ramey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443807</b>	Tammy Knight	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443824</b>	Abigail Bodily	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: N/A	
<b>INC000000443828</b>	Lori Ramos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443832</b>	Lilyan Baker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443866</b>	Carrie Worthen	None	None	None		TIR Missed: No	0.35
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.35
<b>INC000000443869</b>	Michael Murdock	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00



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## Human Services

<b>INC000000443870</b>	Desiree Steadman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	2.53
<b>INC000000443874</b>	Trisha Reynolds	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443884</b>	Desiree Steadman	Wireless Connectivity	Error	None		TIR Missed: No	0.61
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.65
<b>INC000000443890</b>	Desiree Steadman	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443891</b>	Rachael Lancaster	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443892</b>	Vickie Nelson	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	3.72
<b>INC000000443904</b>	Irma Romero	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000443908</b>	Angela Robbins	None	None	Citrix ICA Client		TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.00
<b>INC000000443913</b>	Lilyan Baker	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000443916</b>	Christy Van Buskirk	None	None	None		TIR Missed: No	0.07
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000443920</b>	Michele B Stewart	Application	None	Internet Explorer		TIR Missed: No	0.70
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.62
<b>INC000000443924</b>	Kirsten Jensen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000443949</b>	Janet Froelich	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.35
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.44
<b>INC000000443951</b>	Val Bonnett	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443952</b>	Karma Limb	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000443955</b>	Heidi Hansen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443957</b>	Laura Pare	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000443965</b>	Amelia Brewster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443973</b>	Desiree Steadman	Network	Incident	None		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.57
<b>INC000000443980</b>	Terri Brandon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000443988</b>	Jamie Luna	PC/Laptop	Error	None		TIR Missed: Yes	1.46
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.46
<b>INC000000443990</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444009</b>	Celeste LaBorde	None	None	None		TIR Missed: No	0.17
	Application Support - EFIND	Anhkim Le	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000444038</b>	Alecia Stoker	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444047</b>	Jack L Green	Application	Password	Citrix ICA Client		TIR Missed: Yes	1.01
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.07
<b>INC000000444048</b>	April Conti	Application	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444050</b>	Judy Hammer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.73
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	2.40
<b>INC000000444051</b>	Teresa Gray	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444109</b>	Rebekah Ramey	Network	None	None		TIR Missed: No	0.88
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000444112</b>	Leticia Dardon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444122</b>	Ellen A Ferolie	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444124</b>	Carmen Green	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444125</b>	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444127</b>	John H Thompson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000444128</b>	Suzanne O'Connell Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444129</b>	Lisa Peek Rural North Desktop Support	None Ruston McKay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444131</b>	Bart Schenck Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444135</b>	Coby Drake Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.11 0.12
<b>INC000000444140</b>	Laurie Flores Metro B Desktop Support	PC/Laptop Anthony Booyse	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.39
<b>INC000000444146</b>	Lori Butler Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444152</b>	Lori Butler Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.15 0.37
<b>INC000000444154</b>	Rachael Lancaster Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.23 0.27
<b>INC000000444160</b>	Becky Gallegos Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.22 0.51
<b>INC000000444166</b>	Chris Boswell Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444170</b>	Sean T Orton Voice/Data/WAN Services	Telecom Art Scott	Dial Tone Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.37 1.84
<b>INC000000444179</b>	Kay Layton ORS Adobe Support	Application Justin Rasmussen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.12 1.05
<b>INC000000444185</b>	Jeanine Taylor Metro B Help Desk	PC/Laptop Val Shepherd	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444186</b>	Lisa Jorgensen Rural Central Desktop Support	Application Ron LeBaron	Error Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.24 2.81
<b>INC000000444187</b>	Jilene Gunther Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.14 0.36
<b>INC000000444191</b>	Sandra Gustaveson Metro A Desktop Support	None Mike Beynon	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.06 1.68
<b>INC000000444199</b>	Scott Roudabush Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.23 0.52

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## Human Services

<b>INC000000444202</b>	Delma Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000444205</b>	Kati Wheatley	None	None	None		TIR Missed: Yes	2.25
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed	TTR Missed: No	2.25
<b>INC000000444206</b>	Angie Chavez	PC/Laptop	Performance	None		TIR Missed: Yes	1.44
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	1.44
<b>INC000000444225</b>	Sarah McLaren	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444231</b>	Ryan Rasmussen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444233</b>	Joanne Smuin	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444234</b>	Tracy Wiggill	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444244</b>	Stephanie Hovat	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444247</b>	Bonnie Halliday	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.28
<b>INC000000444252</b>	John Bell	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.50
<b>INC000000444280</b>	Carly Echols	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444285</b>	Stacey Boyd	Application	Error	Microsoft Office		TIR Missed: No	0.34
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.65
<b>INC000000444289</b>	Amy N Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444292</b>	August Brooks	Application	Password	PGP		TIR Missed: No	0.32
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000444298</b>	Ed Whiting	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444306</b>	Sarah McLaren	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444324</b>	Kristen Soto	Network	None	None		TIR Missed: No	0.05
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: N/A	

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## Human Services

<b>INC000000444333</b>	Christy Van Buskirk	None	None	None		TIR Missed: No	0.31
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000444334</b>	Amber Levao	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444338</b>	Justina Flesher	Network	Incident	None		TIR Missed: No	0.40
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000444357</b>	Micah Bulloch	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444362</b>	Mary Burgener	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.40
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000444363</b>	Angela Schmith	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444364</b>	Micah Bulloch	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk		Cindy Schroeder	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444366</b>	Jill M Hill	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Robert Case	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000444369</b>	Tammy Knight	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.27
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000444378</b>	Tammy Petrowski	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.17
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000444395</b>	Vicky Wallace	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444427</b>	Amber Holliman	Application	Password	Utah Master Directory		TIR Missed: No	0.13
Rural Central Desktop Support		John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000444431</b>	Vicky Westmoreland	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444443</b>	Christina Hennefer	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444448</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444458</b>	Lesley Lundeberg	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000444466</b>	Sharon Curiel	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000444469</b>	Tyler Petersen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444471</b>	Paul Cloward	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.13
<b>INC000000444474</b>	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.70
<b>INC000000444475</b>	Jill McAfee	Application	None	Unified Social Services Delivery	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444508</b>	Jennifer Popich	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444509</b>	Justina Flesher	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444512</b>	Alyssa Barson	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444517</b>	Debra Dopp	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444519</b>	Bruce Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444520</b>	Kelli Karpakis	PC/Laptop	None	None	TIR Missed: No	0.22
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.11
<b>INC000000444521</b>	Elizabeth Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444523</b>	Elizabeth Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	17.44
	Capitol Hosting	Curtis Parker	Human Services	Low Closed	TTR Missed: Yes	17.44
<b>INC000000444526</b>	John H Thompson	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.19
<b>INC000000444530</b>	Brenda Martinez	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Bill Crowther	Human Services	Low Closed	TTR Missed: No	0.52
<b>INC000000444548</b>	Roxanne Scoggan	Application	Password	PGP	TIR Missed: No	0.28
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.47
<b>INC000000444564</b>	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.18
<b>INC000000444566</b>	Kristie M VanWagoner	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.06

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## Human Services

<b>INC000000444567</b>	Jann Nishimoto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444584</b>	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444600</b>	Vickie Nelson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.11
<b>INC000000444617</b>	Kassie Hart	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444630</b>	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444637</b>	Emily Maxfield	PC/Laptop	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	2.87
<b>INC000000444640</b>	Lory Pond	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.58
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.58
<b>INC000000444642</b>	Alecia Stoker	Application	Error	SAFE	TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.58
<b>INC000000444646</b>	Tara Lewis	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.26
<b>INC000000444653</b>	Shauna Iverson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444657</b>	June Kohles	PC/Laptop	None	None	TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.36
<b>INC000000444664</b>	June Kohles	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.04
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.45
<b>INC000000444666</b>	Shamayne Russell	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.04
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: Yes	6.03
<b>INC000000444667</b>	Wendy Ludlow	Application	Error	Novell GroupWise	TIR Missed: No	0.35
	Rural Central Desktop Support	John Donaldson	Human Services	Medium Closed	TTR Missed: No	0.35
<b>INC000000444682</b>	Eva Clarke	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.25
<b>INC000000444749</b>	Lisa Shook	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.16
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: Yes	6.95
<b>INC000000444766</b>	Theyvena Sanders	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000444767</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low		TIR Missed: No TTR Missed: No	0.08 0.32
<b>INC000000444770</b>	Stacey Torres Application Support - EREP IA	Application Amberly Hoang	Error Human Services	Utah Electronic Resource and E Low		TIR Missed: No TTR Missed: No	0.33 0.33
<b>INC000000444777</b>	Scott Roudabush Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low		TIR Missed: No TTR Missed: No	0.18 0.28
<b>INC000000444779</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	None Low		TIR Missed: No TTR Missed: No	0.14 0.17
<b>INC000000444781</b>	Linda Prince Metro B Help Desk	None Val Shepherd	None Human Services	SAFE Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444793</b>	Ryan Westbroek Help Desk	Network Julie VanBeekum	Password Human Services	None Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444797</b>	Stacie Pohahau Rural Central Desktop Support	Application Paul Petersen	None Human Services	None Low		TIR Missed: Yes TTR Missed: No	1.64 3.04
<b>INC000000444821</b>	Tammy Wood Application Services	Mobile Devices Dustin Crump	None Human Services	None Low		TIR Missed: Yes TTR Missed: No	1.73 2.83
<b>INC000000444834</b>	Diane McCarty Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low		TIR Missed: No TTR Missed: No	0.06 1.26
<b>INC000000444837</b>	Roberta Gillette Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low		TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000444845</b>	Wendy L Maxfield Metro B Help Desk	Application Gary Graham	Reporting Human Services	SAFE Low		TIR Missed: No TTR Missed: No	0.12 0.26
<b>INC000000444848</b>	Ray Winger Metro B Desktop Support	Application Tyler Pearce	None Human Services	None Low		TIR Missed: No TTR Missed: No	0.00 2.75
<b>INC000000444854</b>	Karen Randall ORS Content Manager	Application Dan Barrett	Error Human Services	Content Manager Low		TIR Missed: No TTR Missed: No	0.23 2.67
<b>INC000000444867</b>	Lee Fairbourn Metro C Help Desk	None Ross Owen	None Human Services	None Low		TIR Missed: No TTR Missed: No	0.00 0.38
<b>INC000000444872</b>	Heather Guanajuato Metro C Help Desk	Application Reed Stohel	Error Human Services	Internet Explorer Low		TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000444873</b>	Cindy Cowan Metro B Help Desk	Application Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low		TIR Missed: No TTR Missed: No	0.88 3.86
<b>INC000000444896</b>	Carrie Worthen Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Human Services	None Low		TIR Missed: No TTR Missed: No	0.00 0.05



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## Human Services

<b>INC000000444914</b>	Chris Harrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.46
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	3.51
<b>INC000000444947</b>	Amy Hall	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444948</b>	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000444980</b>	Lory Pond	EIS Hardware	None	None	TIR Missed: No	0.15
	Strategic Communications	Dennis Rogers	Human Services	Low Closed	TTR Missed: Yes	7.73
<b>INC000000444989</b>	Justina Flesher	Application	None	Novell GroupWise	TIR Missed: Yes	1.63
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	
<b>INC000000445005</b>	Susan Burnett	Application	Error	Office of Recovery Services Inf	TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000445011</b>	Bob Parker	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445012</b>	Marcia Fryer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445013</b>	Lory Pond	None	None	Office of Recovery Services Inf	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	
<b>INC000000445014</b>	Stephanie Bezyack	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445017</b>	Kelli Tabarez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445019</b>	Mark Perry	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.54
<b>INC000000445031</b>	Joseph Gonzalez	EIS Hardware	Printer	None	TIR Missed: No	0.18
	Strategic Communications	Dennis Rogers	Human Services	Low Closed	TTR Missed: No	2.97
<b>INC000000445050</b>	Justina Flesher	None	None	None	TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.92
<b>INC000000445058</b>	Carol Black	PC/Laptop	Performance	None	TIR Missed: No	0.20
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.36
<b>INC000000445060</b>	Deena Ott	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.01
<b>INC000000445063</b>	Jessica Cameron	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000445067</b>	Diana Corona	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445072</b>	Julie Root	PC/Laptop	Hardware	None	TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.61
<b>INC000000445078</b>	Heber Tippetts	Network	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445081</b>	Denise Sullivan	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.36
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.48
<b>INC000000445093</b>	Julia Kolovich	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000445099</b>	Amy Graham	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445109</b>	Heber Tippetts	Application	None	Microsoft Excel	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000445143</b>	Nicole Nielsen	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000445146</b>	Ashlee VanAllen	Application	None	None	TIR Missed: No	0.01
	Metro C Desktop Support	Troy Buchanan	Human Services	Low Closed	TTR Missed: No	0.69
<b>INC000000445151</b>	Nicole Nielsen	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000445164</b>	Marla Mathisen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445175</b>	Ted Barratt	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445177</b>	Dorie Farah	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000445182</b>	Sean T Orton	Telecom	Voice Mail	Telephone	TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin	Human Services	Low Closed	TTR Missed: No	0.74
<b>INC000000445235</b>	Ed Whiting	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000445239</b>	Hope Bytheway	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin	Human Services	Medium Closed	TTR Missed: No	0.49
<b>INC000000445289</b>	Jolene Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000445331</b>	Janet Culpepper	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445332</b>	Shauna Bradley	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445333</b>	Chantle Burrell	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445335</b>	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445336</b>	Amanda nelson	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445337</b>	Art Jernigan	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445338</b>	Christine Nguyen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445341</b>	Venice Hampton	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445357</b>	Jamie Strong	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445358</b>	Jamie Strong	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445364</b>	Celeste LaBorde	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445385</b>	Julia Kolovich	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000445409</b>	Vicky Kaufmann	Application	Password	Citrix ICA Client		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.41
<b>INC000000445413</b>	Jackie Stahler	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000445434</b>	Deann Taylor	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000445436</b>	Julie Mortensen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000445437</b>	Brian Parkinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000445439</b>	Janet Culpepper	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Closed	TTR Missed: No	1.02
<b>INC000000445444</b>	Edgar Gutierrez	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445448</b>	John Bell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000445467</b>	James Fager	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000445472</b>	Janet Culpepper	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445481</b>	Scott Roudabush	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445498</b>	Teresa Gray	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000445503</b>	Nicki Bidlack	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000445532</b>	Amber Leonard	PC/Laptop	Password	None		TIR Missed: No	0.35
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000445533</b>	Lori Giovannoni	PC/Laptop	Performance	None		TIR Missed: No	0.21
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: Yes	6.53
<b>INC000000445542</b>	Lori Giovannoni	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000445543</b>	Angela Hansen	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000445557</b>	Lisa Shook	Network	None	None		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000445562</b>	Mary Lou Warner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445568</b>	Michele Garrick	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445599</b>	Lee Fairbourn	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000445609</b>	Terrie Basinger	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.20

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<b>INC000000445618</b>	Joye Downey Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.65
<b>INC000000445625</b>	Lisa Shook Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445643</b>	Tammy Wood Application Services	None Dustin Crump	None Human Services	BlackBerry Enterprise Server Low	TIR Missed: No TTR Missed: No	0.08 2.03
<b>INC000000445669</b>	Ellen Weaver Metro C Help Desk	None Ross Owen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445683</b>	Jennifer Stone Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445702</b>	Cindy Brock Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.20 0.48
<b>INC000000445733</b>	Denise Bradshaw Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	Error Code Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445734</b>	Misty Asher Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445736</b>	Ben Ukoh-Eke Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445739</b>	Ben Ukoh-Eke Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445740</b>	Pepper Gale Rural South Desktop Support	None Doug Chaston	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445754</b>	Denise Anderson Metro B Help Desk	Application Val Shepherd	Reporting Human Services	None Low	TIR Missed: No TTR Missed: No	0.05 0.69
<b>INC000000445760</b>	Wendy Robles Metro B Desktop Support	PC/Laptop Ken Bolkcom	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.92 3.35
<b>INC000000445763</b>	Christine Nguyen Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445770</b>	Sheri DeVore Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.34 0.39
<b>INC000000445779</b>	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.22 0.22
<b>INC000000445800</b>	Risa Johnson Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000445807</b>	Philip Applegarth Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.07
<b>INC000000445815</b>	Jackie Stahler Metro B Help Desk	Application Val Shepherd	None Human Services	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445816</b>	Jose Sanchez Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.19
<b>INC000000445831</b>	Lisa D Evans Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445841</b>	Sherri Hernandez Metro B Desktop Support	PC/Laptop Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.22 0.36
<b>INC000000445870</b>	Tom Edmonds Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.65
<b>INC000000445873</b>	Justina Flesher Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.15 0.20
<b>INC000000445877</b>	Carma Hemingway Operations Production Control	None Christie Burnham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445884</b>	Kathleen Fife Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.21
<b>INC000000445892</b>	Diane Pedersen Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000445910</b>	Atonio Polu Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000445919</b>	John Godfrey Metro A Help Desk	Application Ed Conrad	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.17
<b>INC000000445932</b>	Jana Redington Metro B Desktop Support	PC/Laptop Anthony Booyse	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.16 5.71
<b>INC000000445952</b>	Lynda Thoreson Metro B Hosting	None Paul Seager	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445953</b>	Shanna Wylie Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000445971</b>	Tanya Lang Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 2.35
<b>INC000000445975</b>	Melissa Moyer Metro B Hosting	None Paul Seager	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000445991</b>	Ruth Taylor	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446009</b>	Eric Olson	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446016</b>	Alii Alo	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446046</b>	Watkins Singletary	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446047</b>	Jennifer McCourt	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446049</b>	Dorthea Miles	None	None	None		TIR Missed: No	0.59
	Voice Operations	Leon Owen	Human Services	High	Closed	TTR Missed: No	0.59
<b>INC000000446075</b>	Eva Clarke	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446076</b>	Danny R Wheatley	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446077</b>	Eva Clarke	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000446080</b>	Jeff Harrop	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	1.55
<b>INC000000446089</b>	Peggy Williams	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000446115</b>	Alene Wrobel	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446119</b>	Chris Metcalf	Mobile Devices	Error	iPhone		TIR Missed: No	0.14
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000446139</b>	Melanie Reynolds	Mainframe	Error	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000446140</b>	Linda Moon	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446146</b>	Shellie O Peterson	None	None	None		TIR Missed: No	0.63
	ORS Adobe Support	Ken Matheson	Human Services	Low	Closed	TTR Missed: No	0.63
<b>INC000000446153</b>	Toni Mortensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.36

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## Human Services

<b>INC000000446159</b>	Paul Kunz	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446161</b>	Sean Sasser	Application	Error	None	TIR Missed: No	0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000446167</b>	Melanie Reynolds	None	None	None	TIR Missed: No	0.97
ORS Content Manager	Les Roberts	Human Services	Low	Closed	TTR Missed: No	0.97
<b>INC000000446168</b>	Robert Spencer	PC/Laptop	Performance	None	TIR Missed: No	0.17
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000446177</b>	Gwynith Welch	Telecom	IP	None	TIR Missed: Yes	2.02
Rural South Desktop Support	Meladye Shively	Human Services	Low	Closed	TTR Missed: No	2.02
<b>INC000000446208</b>	Eric Jenkins	PC/Laptop	Password	Citrix ICA Client	TIR Missed: No	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.16
<b>INC000000446209</b>	Toni V Wardle	None	None	PGP	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000446216</b>	Tammera Bingham	Application	Error	Citrix ICA Client	TIR Missed: No	0.46
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000446221</b>	Pat Montanez	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000446239</b>	Sarah Pratt	None	None	None	TIR Missed: No	0.57
ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.95
<b>INC000000446243</b>	Julie Thomson	Application	Password	PGP	TIR Missed: Yes	1.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.54
<b>INC000000446253</b>	Kimia Prince	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.24
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000446254</b>	Sergio Briones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446259</b>	Linda Berry	Network	Error	ZENworks for Desktops	TIR Missed: Yes	1.28
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.40
<b>INC000000446264</b>	Julia Xanthos	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000446265</b>	Amber Schiffman	Network	Incident	Novell GroupWise	TIR Missed: No	0.35
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000446266</b>	Ray Harris	Application	Error	Novell GroupWise	TIR Missed: No	0.35
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.63



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## Human Services

<b>INC000000446270</b>	Johnathan Rowley	None	None	Symantec AntiVirus	TIR Missed: No	0.08
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low Closed	TTR Missed: Yes	6.24
<b>INC000000446273</b>	Arlene Call	Application	Error	ZENworks for Desktops	TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Human Services	Low Closed	TTR Missed: No	2.24
<b>INC000000446278</b>	Suzanne Beckstead	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.06
<b>INC000000446298</b>	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000446305</b>	Debbie Koew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000446317</b>	Candice Winward	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000446320</b>	Carol Black	PC/Laptop	Virus	Novell GroupWise	TIR Missed: Yes	1.05
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	1.12
<b>INC000000446325</b>	Tina Lloyd	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.14
	Rural South Desktop Support	Doug Thornton	Human Services	Low Closed	TTR Missed: No	0.49
<b>INC000000446333</b>	Antero Jerry Gonzalez	None	None	Microsoft Office	TIR Missed: No	0.05
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	1.36
<b>INC000000446334</b>	Lauren Judd	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000446358</b>	Anna Reposa	None	None	ActiveX Manager	TIR Missed: No	0.01
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.50
<b>INC000000446359</b>	Melanie Reynolds	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000446361</b>	Tamie Hamblin	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000446372</b>	Allen Randall	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000446399</b>	Lahi Vaka	PC/Laptop	Performance	None	TIR Missed: No	0.13
	Rural South Desktop Support	Doug Thornton	Human Services	Low Closed	TTR Missed: No	0.13
<b>INC000000446409</b>	Judy M Halford	Application	None	Microsoft Access	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000446421</b>	Annita Kendall	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000446424</b>	Lisa Bruno Metro B Help Desk	Network Gary Graham	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: N/A	0.28
<b>INC000000446428</b>	John Bonnett Rural Central Desktop Support	None Ron LeBaron	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.01
<b>INC000000446431</b>	Keena Gallop Rural Central Desktop Support	None Troy Morris	None Human Services	Adobe Reader Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446432</b>	Toni Davis Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.11
<b>INC000000446435</b>	Bonnie Halliday Help Desk	PC/Laptop Julie VanBeekum	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446436</b>	David D Young Rural Central Desktop Support	None Troy Morris	None Human Services	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446447</b>	Jeanne Godfrey Metro B Help Desk	Application Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.12 0.21
<b>INC000000446461</b>	Vicky Turner Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.31 0.31
<b>INC000000446467</b>	Lauren Judd Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446471</b>	Tamie Hamblin Rural North Desktop Support	None Ruston McKay	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 1.36
<b>INC000000446513</b>	Gaye A Holt Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446515</b>	Amy Relf Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000446527</b>	Lisa Bruno Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.41
<b>INC000000446544</b>	Stephanie Kenney Metro B Desktop Support	Application Annice Valdez	None Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	0.09 0.40
<b>INC000000446581</b>	Justina Flesher Operations Production Control	None Christie Burnham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000446586</b>	Teresa Trujillo Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facilit Low	TIR Missed: No TTR Missed: No	0.04 0.11
<b>INC000000446588</b>	Lisa Bruno Voice Operations	Telecom Kelly Johnson	Coverage Path Human Services	None Low	TIR Missed: No TTR Missed: No	0.47 0.47

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## Human Services

<b>INC000000446597</b>	Mark Hollingshead	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446598</b>	Teresa Taintor	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446610</b>	Gwynith Welch	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.21
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.81
<b>INC000000446629</b>	Yolanda Abrego	Network	Error	Citrix ICA Client	TIR Missed: No	0.39
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.91
<b>INC000000446660</b>	Jared Stafford	Mobile Devices	Error	iPhone	TIR Missed: No	0.10
Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000446721</b>	Dan Reid	Application	None	SAFE	TIR Missed: No	0.08
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000446729</b>	Susan Eddy	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000446741</b>	Ronnie Saulsberry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446745</b>	Susan Nance	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.56
<b>INC000000446746</b>	Kathy Bruner	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000446747</b>	Gwen Nelson	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000446756</b>	Robbie Adams	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000446758</b>	Julie Williams	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446763</b>	Lory Pond	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000446771</b>	Cindy Amacher	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446777</b>	Lisa Dabell	Application	None	Novell GroupWise	TIR Missed: No	0.11
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000446791</b>	Amanda L Jensen	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	2.26

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## Human Services

<b>INC000000446798</b>	Brian Beus	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	2.20
<b>INC000000446803</b>	Lulama Soko	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446815</b>	Karen Nielsen	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446819</b>	Tina Humphrey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000446822</b>	Jose Sanchez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446829</b>	Troy Shore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446831</b>	Christy Van Buskirk	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000446837</b>	Linda Prince	Application	Error	Citrix ICA Client		TIR Missed: No	0.70
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000446855</b>	Troy Shore	Network	Password	None		TIR Missed: No	0.48
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.80
<b>INC000000446887</b>	Anna Reposa	None	None	Adobe Acrobat		TIR Missed: No	0.01
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000446889</b>	Tammy Petrowski	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000446896</b>	Jil Tooker	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446931</b>	Erica Wankier	Application	Reporting	Novell GroupWise		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10
<b>INC000000446938</b>	David Green	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446945</b>	Joanne Smuin	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000446964</b>	Janet E Campbell	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.15
<b>INC000000446974</b>	Cristy Thatcher	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.25

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## Human Services

<b>INC000000446990</b>	Carol Myers	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447010</b>	Pat Montanez	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447013</b>	Jay Sorensen	Telecom	Dial Tone	Telephone		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447018</b>	Brent Perry	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447021</b>	Cassandra Daley	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447026</b>	Valene Gibbs	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000447034</b>	Marva Anderson	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447041</b>	Ashley Weeks	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447062</b>	Lisa Martinez	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000447071</b>	Linda Moon	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.43
<b>INC000000447103</b>	Lisa Bruno	Application	None	Novell GroupWise		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000447111</b>	Michelle Higgs	Application	None	PGP		TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000447113</b>	Tamie Hamblin	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447116</b>	Heidi Little	Application	Password	Citrix ICA Client		TIR Missed: No	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000447130</b>	Traci Barker	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.73
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	3.96
<b>INC000000447132</b>	Kari Spigarelli	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.43
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	2.40
<b>INC000000447154</b>	Diane Miller	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000447160</b>	Lynn Higginson	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.34
<b>INC000000447186</b>	Carma Hemingway	Application	None	SAFE	TIR Missed: Yes	1.08
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	1.08
<b>INC000000447189</b>	Deanne Evans	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.30
<b>INC000000447190</b>	Todd Thayn	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	3.31
<b>INC000000447195</b>	Sherrie Chynoweth	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.47
<b>INC000000447220</b>	Susan Street	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000447222</b>	Jennifer Peters	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.37
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.55
<b>INC000000447254</b>	Michelle Moss	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	1.25
<b>INC000000447256</b>	Kassie Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447259</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447275</b>	Liesa Corbridge	Application	None	Active Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.21
<b>INC000000447297</b>	Jonathan Houser	Application	None	Contract Approval Payment Sys	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.09
<b>INC000000447298</b>	Dan Bessinger	None	None	PGP	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.31
<b>INC000000447300</b>	Troy Shore	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447304</b>	Judy Berrie	Telecom	Hardware	Telephone	TIR Missed: No	0.09
	Voice Operations	Kelly Johnson	Human Services	Low Closed	TTR Missed: No	0.51
<b>INC000000447323</b>	Keith Davis	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	1.52
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	2.17
<b>INC000000447325</b>	Lori Holmes	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.28

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## Human Services

<b>INC000000447348</b>	Keli Francis	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.27
<b>INC000000447352</b>	Gretchen Howell	Telecom	Hardware	Telephone	TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin	Human Services	Low Closed	TTR Missed: No	0.58
<b>INC000000447362</b>	Debbie Rocha	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin	Human Services	Medium Closed	TTR Missed: No	0.09
<b>INC000000447385</b>	April Conti	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447391</b>	Jay Karlinsey	Network	Error	None	TIR Missed: No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.24
<b>INC000000447403</b>	Michele Huff	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447411</b>	Bryan Povey	Network	Password	None	TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.47
<b>INC000000447413</b>	Rick H Hansen	None	None	PopUpStopper	TIR Missed: No	0.24
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.71
<b>INC000000447432</b>	Paul Schaaf	Application	Error	SAFE	TIR Missed: No	0.04
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	3.56
<b>INC000000447433</b>	Analisa Butterfield	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447440</b>	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447454</b>	Tanya Albornoz	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.82
	Metro B Desktop Support	Wayne Higgs	Human Services	Low Closed	TTR Missed: No	2.51
<b>INC000000447465</b>	Nancy Stucki	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447469</b>	Priya Noronha Ellwood	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447479</b>	Lory Pond	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.13
	Strategic Communications	Luis Larios	Human Services	Low Closed	TTR Missed: No	3.48
<b>INC000000447485</b>	Lisa Tarbox	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.21
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.58
<b>INC000000447497</b>	Tamie Hamblin	None	None	None	TIR Missed: Yes	1.09
	ORS Adobe Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	3.58

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## Human Services

<b>INC000000447499</b>	Jared Stafford	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	2.84
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	4.83
<b>INC000000447533</b>	Terri Nixon	Application	None	Novell GroupWise	TIR Missed: No	0.16
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.54
<b>INC000000447536</b>	Janie Lopez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000447540</b>	Cathy Valerio	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000447541</b>	Alecia Stoker	Application	None	SAFE	TIR Missed: No	0.40
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.79
<b>INC000000447565</b>	Christy Van Buskirk	Network	Performance	None	TIR Missed: No	0.66
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Closed	TTR Missed: No	0.91
<b>INC000000447580</b>	Julie Root	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.10
<b>INC000000447599</b>	Shannon M Alvey	Network	None	None	TIR Missed: No	0.71
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.90
<b>INC000000447605</b>	Scott Roudabush	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447621</b>	Tiffany Baumann	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447635</b>	Shanel Long	Network	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447641</b>	Khamphoy Damrong	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.07
<b>INC000000447663</b>	Gwynith Welch	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Closed	TTR Missed: No	0.11
<b>INC000000447702</b>	Rebel Smith	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Human Services	Low Closed	TTR Missed: No	0.69
<b>INC000000447706</b>	Bambi Koeller	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447709</b>	Jamie Babbel	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.20
<b>INC000000447711</b>	Connie R Frandsen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00



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## Human Services

<b>INC000000447713</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447740</b>	Erin H Stephens	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000447771</b>	Jill V Bell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447772</b>	Judy Haswood	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.60
	Metro B Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	1.09
<b>INC000000447775</b>	Cindy Wamsley	EIS Hardware	Printer	None		TIR Missed: No	0.27
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: No	2.13
<b>INC000000447783</b>	Amber McCoy	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.19
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000447796</b>	Kevin Vaughn	None	None	Safety Management System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000447808</b>	Wendy Ottley	None	None	PGP		TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000447816</b>	Leslee Butterfield	None	None	DB2 Query Management Facilit		TIR Missed: No	0.62
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000447855</b>	Justina Flesher	None	None	None		TIR Missed: No	0.04
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000447877</b>	Bambi Koeller	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447882</b>	Tiffany Fowler-brown	None	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Human Services	Low	Closed	TTR Missed: No	1.90
<b>INC000000447885</b>	Connie L Carlson	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447913</b>	Todd Thayn	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000447924</b>	Mechel Gibbs	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000447925</b>	Joan Charter	Application	Error	Content Manager		TIR Missed: No	0.00
	ORS Case Imaging	Les Roberts	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000447926</b>	Valene Gibbs	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.04

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## Human Services

<b>INC000000447942</b>	Michelle Moss	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447963</b>	Linda Bright	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.34
<b>INC000000447965</b>	Joye Downey	Application	None	eFIND/eSHARE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447967</b>	Theresa Richardson	PC/Laptop	Error	None	TIR Missed: No	0.35
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.66
<b>INC000000447972</b>	Corinne Harryman	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447981</b>	Mavis Stevenson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447988</b>	Wendy Robles	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000447996</b>	Angela Schmith	Application	None	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.70
<b>INC000000448039</b>	Cathy Davis	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000448059</b>	Kati Wheatley	None	None	None	TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Human Services	Low Closed	TTR Missed: No	0.91
<b>INC000000448064</b>	Laree Bybee	Application	Password	Utah Master Directory	TIR Missed: No	0.01
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	1.77
<b>INC000000448072</b>	Laurie Vigil	Application	None	DB2 Query Management Facilit	TIR Missed: No	0.06
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.27
<b>INC000000448097</b>	Cheryl Sorensen	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.01
<b>INC000000448118</b>	Bambi Koeller	None	None	Utah Master Directory	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.45
<b>INC000000448132</b>	Tamara Bates	Application	Error	None	TIR Missed: No	0.37
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.92
<b>INC000000448146</b>	Vicki Robinson	PC/Laptop	None	None	TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.44
<b>INC000000448147</b>	Alisha Martinez	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.09

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## Human Services

<b>INC000000448154</b>	Laurie Neff	Network	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448157</b>	Andreja Kennedy	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00	
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12	
<b>INC000000448182</b>	Robert Snarr	Application	Reporting	None	TIR Missed: No	0.35	
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: Yes	11.41	
<b>INC000000448212</b>	Katy Larsen	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448221</b>	Chris Lyman	Application	None	Novell GroupWise	TIR Missed: No	0.20	
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.45	
<b>INC000000448226</b>	Arnell Wamsley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00	
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02	
<b>INC000000448229</b>	Brandi Peterson	Application	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448251</b>	Jackie Languet	Mainframe	Password	BlueZone	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448262</b>	Terri Yelonek	Application	Error	Novell GroupWise	TIR Missed: No	0.84	
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.97	
<b>INC000000448267</b>	Timothy Vail	None	None	None	TIR Missed: No	0.00	
Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No	0.06	
<b>INC000000448270</b>	Carma Hemingway	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00	
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed: No	0.06	
<b>INC000000448283</b>	April Graham	Application	Password	Citrix ICA Client	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448289</b>	Jil Tooker	Application	None	Novell GroupWise	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448294</b>	Rod Talaeai	Application	None	Novell Client for 32-bit Windows	TIR Missed: No	0.31	
Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	3.74	
<b>INC000000448297</b>	Karma Limb	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00	
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
<b>INC000000448300</b>	Carmen Negron	Network	None	None	TIR Missed: No	0.00	
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02	
<b>INC000000448309</b>	Carmen Negron	Network	None	None	TIR Missed: No	0.00	
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02	

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## Human Services

<b>INC000000448311</b>	Stephen Phair	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000448318</b>	Brian D Nelson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000448323</b>	Beth Larson	PC/Laptop	Performance	None		TIR Missed: No	0.91
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.91
<b>INC000000448331</b>	Terry Jacobsen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.22
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	3.38
<b>INC000000448342</b>	Barnel Fail	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448353</b>	Erin Keranen	PC/Laptop	Performance	None		TIR Missed: No	0.29
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000448355</b>	Robbie Adams	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000448358</b>	Gwen Nelson	None	None	None		TIR Missed: No	0.63
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.83
<b>INC000000448373</b>	Julie Thomson	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	3.93
<b>INC000000448376</b>	Cheryl Sorensen	None	None	None		TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.32
<b>INC000000448386</b>	Amy Gibbs	Application	None	SAFE		TIR Missed: No	0.45
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	2.90
<b>INC000000448397</b>	Doreen Morgan	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000448399</b>	Tyler D Black	Network	None	None		TIR Missed: No	0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	2.46
<b>INC000000448404</b>	Flor Smithee	Application	Reporting	Employee Gateway		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448405</b>	John Ortiz	None	None	Microsoft Word		TIR Missed: No	0.56
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.57
<b>INC000000448410</b>	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448419</b>	Nancy Perez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.93

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## Human Services

<b>INC000000448461</b>	Kerri Burns	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448468</b>	Erma Hawker	Application	Password	Citrix ICA Client	TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.61
<b>INC000000448495</b>	Risa Johnson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448497</b>	Shawna Peterson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448503</b>	Kerri Burns	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000448505</b>	Navina Forsythe	Application	None	Novell GroupWise	TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: N/A	
<b>INC000000448517</b>	Judy Hammer	Application	Error	Microsoft Office	TIR Missed: No	0.23
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.83
<b>INC000000448532</b>	Zlatko Porobic	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448540</b>	Terri Nixon	Application	Reporting	Novell GroupWise	TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.68
<b>INC000000448561</b>	Lani Busk	Application	Password	Utah Master Directory	TIR Missed: No	0.09
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.30
<b>INC000000448563</b>	Darcy Anderson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448567</b>	Misty Martindale	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448572</b>	Ronda Jones	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448574</b>	Angela Robbins	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000448576</b>	Angela Robbins	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000448587</b>	Laurie Vigil	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000448590</b>	Gwynith Welch	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000448609</b>	Arlene Thomason Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.21
<b>INC000000448613</b>	Melissa Riley Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000448616</b>	Kit Kounthong Rural North Desktop Support	None Ryan Casey	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448617</b>	Travis Thomas Rural Central Desktop Support	None Robert Case	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.22 1.45
<b>INC000000448622</b>	John Bell Metro B Desktop Support	None Ken Bolkcom	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.65 2.22
<b>INC000000448646</b>	Michael Murdock Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448653</b>	Kevin Vaughn Rural South Desktop Support	None Doug Thornton	None Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.37
<b>INC000000448655</b>	Kristy Barton Operations Production Control	None Cal Brinton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448657</b>	Kathy Maxfield Voice/Data/WAN Services	None Mike Johnson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.10 6.31
<b>INC000000448661</b>	Penelope Weiss Rural Central Desktop Support	None Paul Petersen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 9.88
<b>INC000000448665</b>	Elizabeth Wright Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.33
<b>INC000000448699</b>	Carol Kendall Metro C Help Desk	None Ross Owen	None Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448702</b>	Annie Bennett Operations Production Control	None Duane Hardy	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448708</b>	Jennifer Coomer Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448716</b>	Lory Pond Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448722</b>	Tami Jones Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448728</b>	Stephen Arnold Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Human Services

<b>INC000000448736</b>	Paul T Smith	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448741</b>	Laureen Wilson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448753</b>	Shannon Black	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448787</b>	Annette Toia	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448788</b>	Lilian Carroll	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448789</b>	Joseph Kruse	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448793</b>	Traci Petersen	Application	None	Medicaid Managed Care System		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448803</b>	Gordon Gunn	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448805</b>	Melanie Reynolds	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448807</b>	Heather Rondorf	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448809</b>	Jacci Yeager	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448810</b>	Melissa Baide	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000448813</b>	Mark Robertson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000448818</b>	Maria Mulitalo	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000448828</b>	Abigail Levi	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000448831</b>	Susan Lindberg	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000448858</b>	Laurie Flores	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02

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## Human Services

<b>INC000000448862</b>	Shirley Winn Metro B Desktop Support	None Tyler Pearce	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000448864</b>	Allyson Dopp Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
<b>INC000000448866</b>	Gwen Hansen Help Desk	Network Julie VanBeekum	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448871</b>	Shirlene McCairns Metro A Help Desk	Telecom Ed Conrad	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448873</b>	Ken Matheson Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.23
<b>INC000000448882</b>	Linda Tripp Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.35
<b>INC000000448884</b>	Sarah Pomeroy Metro B Help Desk	Application Janet Hongsyvilay	None Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
<b>INC000000448910</b>	Susan Johnson Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	Utah Criminal Justice Information System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
<b>INC000000448916</b>	Melanie Reynolds Metro C Help Desk	Network Reed Stohel	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448919</b>	Paul Cloward Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448926</b>	Shellene West Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448929</b>	Donelle Clements Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448937</b>	Shirley Bleazard Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.43
<b>INC000000448953</b>	Tim Roberts Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448954</b>	Tara Jorgenson Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448973</b>	Vickie Long Rural Central Desktop Support	Network Ron LeBaron	Error Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.08 1.23
<b>INC000000448977</b>	Vedrana Ilic Application Services	PC/Laptop Tracy Goble	Performance Human Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.66 3.11



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## Human Services

<b>INC000000448979</b>	Heber Tippetts Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448981</b>	Lori Jones Metro B Hosting	None Justin Rasmussen	None Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.46 0.63
<b>INC000000448989</b>	Darla Taylor Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448994</b>	Tim Roberts Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000448995</b>	Gwynith Welch Application Services	None Tony Larsen	None Human Services	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	1.38 2.30
<b>INC000000448999</b>	Kevin Jackson Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000449023</b>	Steve Rosales Help Desk	Application Vicky Marrelli	Reporting Human Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000449032</b>	Holly Pope Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000449043</b>	Janet Welling Metro B Help Desk	Network Janet Hongsyvilay	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.12
<b>INC000000449049</b>	Jonathan Houser Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000449069</b>	Nicole Nielsen Metro B Desktop Support	Application Ken Bolkcom	None Human Services	None Low	TIR Missed: Yes TTR Missed: No	1.70 3.68
<b>INC000000449078</b>	Jorden Czech Help Desk	Mobile Devices Vicky Marrelli	Error Human Services	Droid Low	TIR Missed: No TTR Missed: No	0.00 0.25
<b>INC000000449100</b>	Teresa Carr Metro B Help Desk	Application Gary Graham	Password Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000449116</b>	Sherri Hernandez Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000449118</b>	Carmen Negron Metro B Help Desk	Network Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000449119</b>	Curtis Giles Rural North Desktop Support	Application Lori Hartzell	Error Human Services	None Low	TIR Missed: Yes TTR Missed: No	1.77 3.22
<b>INC000000449121</b>	Jessica Gallegos Metro B Help Desk	Application Janet Hongsyvilay	Error Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.00 0.07

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## Human Services

<b>INC000000449124</b>	Cindy Cowan	Application	None	PGP		TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000449132</b>	Fleishia Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	0.72
<b>INC000000449134</b>	Kit Kounthong	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449149</b>	Navina Forsythe	Application	None	None		TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.80
<b>INC000000449150</b>	Heidi Hansen	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449164</b>	Susan Riggs	Application	None	None		TIR Missed: No	0.63
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000449183</b>	Jenna Boswick	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449185</b>	Dan Barrett	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449200</b>	Stephanie O Nelson	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000449203</b>	David Kimball	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449205</b>	Julie A Ross	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449240</b>	Linda Wininger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449244</b>	Annie Bennett	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000449272</b>	Linda Wininger	Application	Password	Novell GroupWise		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000449279</b>	Arlene Thomason	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000449283</b>	Sarah Lake	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000449284</b>	Jantz Afuvai	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.56

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## Human Services

<b>INC000000449286</b>	Vern Greenhalgh	None	None	Adobe Connect		TIR Missed: Yes	1.49
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	1.51
<b>INC000000449288</b>	Lori Herbert	None	None	None		TIR Missed: No	0.03
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000449297</b>	Susan Burke	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000449300</b>	Melissa Carter	None	None	Adobe Connect		TIR Missed: No	0.68
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.71
<b>INC000000449302</b>	Vanessa Knickerbocker	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000449319</b>	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449321</b>	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449326</b>	Angela Schmith	Application	None	Novell GroupWise		TIR Missed: No	0.20
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000449341</b>	Marianne Earl	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449344</b>	Mark Coombs	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449346</b>	Arlene Macanas	Mobile Devices	Error	Droid		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000449359</b>	April Conti	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449369</b>	Randy Blatnik	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449377</b>	Pat Dalton	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449379</b>	Derek Killian	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449380</b>	John Cheney	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449435</b>	Shirley Branagan	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000449485</b>	Amy Whittle	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449486</b>	Miranda Wyatt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449493</b>	Philip Applegarth	Application	None	Adobe Connect		TIR Missed: No	0.00
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	1.42
<b>INC000000449502</b>	Steven Chen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449519</b>	Lori Jones	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000449541</b>	Christina Humpherys	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449545</b>	Jenna Boswick	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000449548</b>	Amy Graham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449551</b>	Becky Gallegos	Application	Password	Adobe Connect		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000449558</b>	Iris M Gomez	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000449572</b>	Kristie M VanWagoner	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449579</b>	Amber McCoy	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
<b>INC000000449581</b>	Chris Morton	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000449582</b>	Keith Brown	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000449599</b>	Jackie Languet	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.40
<b>INC000000449607</b>	Lori Hills	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449611</b>	Colette Tasker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000449613</b>	Jackie Stahler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449616</b>	Vanessa Knickerbocker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449635</b>	Susan Eddy	None	None	Adobe Connect	TIR Missed: No	0.09
	ORS Adobe Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.89
<b>INC000000449638</b>	Fisi Moleni	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449650</b>	Angela Hansen	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449658</b>	Grant Tolley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000449661</b>	Monica Kitchens	PC/Laptop	Performance	None	TIR Missed: No	0.17
	Metro C Desktop Support	Troy Buchanan	Human Services	Low Closed	TTR Missed: No	2.95
<b>INC000000449662</b>	Brenda Fotheringham	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449666</b>	Debbi Orwin	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.47
<b>INC000000449673</b>	Laurie Vigil	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	3.27
<b>INC000000449674</b>	Alisha Martinez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449678</b>	Michelle Patterson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.06
<b>INC000000449687</b>	Luanne Endres	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449689</b>	Katrina Barney	Application	Password	Utah Master Directory	TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: Yes	7.94
<b>INC000000449691</b>	Alena Hawkins	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000449705</b>	Andrew Trotter	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000449712</b>	Justina Flesher	Network	None	None	TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.23

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## Human Services

<b>INC000000449715</b>	Judy Hammer	None	None	None		TIR Missed: No	0.42
Help Desk		Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000449718</b>	stephanie ireland	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449739</b>	Jenna Bloswick	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000449765</b>	Stephanie Castro	Application	None	None		TIR Missed: No	0.10
Metro B Desktop Support		Michael Barth	Human Services	Low	Closed	TTR Missed: No	1.71
<b>INC000000449770</b>	Stacey Keyes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support		Don Higgs	Human Services	Low	Closed	TTR Missed: No	3.54
<b>INC000000449806</b>	Angie Chavez	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449819</b>	Judy Berrie	Network	None	None		TIR Missed: No	0.78
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.92
<b>INC000000449826</b>	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.30
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449836</b>	Debbie L Miller	PC/Laptop	Error	None		TIR Missed: No	0.41
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.88
<b>INC000000449864</b>	Marilee Greenland	Telecom	Hardware	Telephone		TIR Missed: No	0.13
Voice Operations		Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000449865</b>	Karlene Kjerstin	Application	None	SAFE		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000449866</b>	Ginger Flowers	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449872</b>	Kevin Kilburn	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449876</b>	Justina Flesher	None	None	None		TIR Missed: No	0.49
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000449883</b>	Lamont Felt	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000449887</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.12
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12
<b>INC000000449889</b>	Annette Babisz	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	High	Closed	TTR Missed: No	0.00

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<b>INC000000449899</b>	John Ortiz	None	None	Internet Explorer		TIR Missed: No	0.11
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	4.17
<b>INC000000449911</b>	Laree Howard	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449921</b>	Ronda Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449932</b>	Linda Wininger	Mobile Devices	Error	Droid		TIR Missed: No	0.13
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000449940</b>	David Kimball	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449945</b>	Leeann Robinson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449953</b>	Jennifer B Larson	PC/Laptop	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.52
<b>INC000000449956</b>	Jenna Boswick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.41
<b>INC000000449966</b>	Joalba Boyd	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449973</b>	Judy Hull	Application	Error	None		TIR Missed: No	0.94
	Security	Bart Grant	Human Services	Low	Closed	TTR Missed: No	1.31
<b>INC000000449975</b>	Natalie Stoddard	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	2.29
<b>INC000000449984</b>	Leslie Howell	PC/Laptop	Error	None		TIR Missed: No	0.66
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.14
<b>INC000000449990</b>	Tom Edmonds	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000449995</b>	Robert Jowett	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000450001</b>	Teresa Klavinger	Network	Incident	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450014</b>	Beth Larson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450020</b>	Ginger Flowers	Application	Error	SAFE		TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.26

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## Human Services

<b>INC000000450021</b>	Katrina Barney	Application	Password	Utah Master Directory	TIR Missed: No	0.98
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: Yes	9.64
<b>INC000000450041</b>	Kris Piz	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450042</b>	Wendy Robles	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450048</b>	Lisa Graham	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450053</b>	Shellie Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450054</b>	Mike Hebdon	PC/Laptop	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	3.53
<b>INC000000450058</b>	Julene Jones	Application	Error	None	TIR Missed: No	0.56
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	1.12
<b>INC000000450078</b>	Kayisabe Rusagara	Application	Password	SAFE	TIR Missed: No	0.48
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.86
<b>INC000000450079</b>	Jennifer Stoltmann	Network	None	None	TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Human Services	Low Closed	TTR Missed: No	0.47
<b>INC000000450086</b>	Sharon Timmons	None	None	adobe connect	TIR Missed: No	0.03
	ORS Adobe Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.17
<b>INC000000450088</b>	Les Roberts	None	None	None	TIR Missed: No	0.00
	Application Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000450095</b>	Royce Webb	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.09
<b>INC000000450099</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.14
<b>INC000000450100</b>	Laurie Vigil	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450119</b>	Kimberly Shaw	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000450138</b>	Susan Clements	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450145</b>	Suzanne Beckstead	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04



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## Human Services

<b>INC000000450148</b>	Tina Humphrey	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000450153</b>	Rebecca Collier	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000450168</b>	Chase Johnson	Network	Error	None		TIR Missed: No	0.01
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000450170</b>	Daniel Hart	PC/Laptop	Performance	None		TIR Missed: No	0.30
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000450177</b>	Lori Savage	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000450182</b>	Debbi Orwin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000450186</b>	Christopher Parry	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000450187</b>	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450189</b>	Debra Pittman	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000450214</b>	Denise Bradshaw	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.67
	Rural South Desktop Support	Doug Chaston	Human Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000450219</b>	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450220</b>	Kathy Anderson	Application	Error	Adobe Connect		TIR Missed: No	0.02
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000450228</b>	Nickie Stocks	None	None	None		TIR Missed: No	0.46
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.63
<b>INC000000450232</b>	Dale Smuin	Network	Password	IManager		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450247</b>	Matt Reed	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450248</b>	Christine Banister	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450250</b>	Linda Manning	Application	None	Adobe Connect		TIR Missed: No	0.65
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.65

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## Human Services

<b>INC000000450254</b>	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450300</b>	Carmen K Lloyd	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450334</b>	Julie Mortensen	None	None	None		TIR Missed: No	0.00
	Mainframe Systems Support	Greg Shoop	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450338</b>	John Peden	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450341</b>	Leeann Robinson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450342</b>	Judy Hammer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450343</b>	Jody Rushton-Porter	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450344</b>	Diane Miller	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450345</b>	Judy Hammer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450357</b>	Kim Richardson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000450370</b>	Kim Pinnegar	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450377</b>	Valerie King	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450386</b>	Holly Pope	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000450388</b>	Stacey Torres	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450407</b>	Eva Clarke	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000450415</b>	Tammy W Harris	None	None	Archives Management System		TIR Missed: No	0.02
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000450418</b>	Paul Avery	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000450419</b>	Paul Avery	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450437</b>	Heidy Tippetts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450440</b>	Shirley Bingham	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.55
<b>INC000000450452</b>	Alexandra Urban	Application	Reporting	Novell GroupWise	TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.55
<b>INC000000450458</b>	Kristi Peterson	None	None	Droid	TIR Missed: No	0.24
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	0.78
<b>INC000000450463</b>	Analisa Butterfield	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450477</b>	Cindy Cowan	Application	Password	Novell GroupWise	TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.32
<b>INC000000450488</b>	Bret Hardy	Mobile Devices	None	None	TIR Missed: No	0.04
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.19
<b>INC000000450504</b>	Laree Howard	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.06
<b>INC000000450516</b>	Kelly R Anderson	PC/Laptop	Performance	None	TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.29
<b>INC000000450529</b>	Alycia Jurgela	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450535</b>	Belinda Hurst	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000450539</b>	Belinda Hurst	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000450554</b>	Sharon Timmons	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450564</b>	Tom Payne	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450576</b>	Lora Ulugalu	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000450584</b>	Shirley Bleazard	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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<b>INC000000450588</b>	Kati Wheatley Metro B Help Desk	Application Janet Hongsyvilay	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000450612</b>	Susan Goodman Help Desk	Network Julie VanBeekum	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000450615</b>	Ivana Meandzija Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000450617</b>	Peter Johansson Application Services	None Dustin Crump	None Human Services	Droid Low	TIR Missed: No TTR Missed: No	0.06 0.44
<b>INC000000450644</b>	Noreen Heid Metro B Desktop Support	Application Michael Barth	Error Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.54 3.09
<b>INC000000450646</b>	Rebecca Monsen Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000450660</b>	Jonathan Houser Campus Networking	Network Charmaine Malan	Incident Human Services	None Low	TIR Missed: Yes TTR Missed: No	1.42 2.25
<b>INC000000450673</b>	Saovale Stevenson Metro B Help Desk	Application Gary Graham	Error Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.29 2.55
<b>INC000000450677</b>	Arlene Call Metro A Desktop Support	None Kraig Ellis	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.43 1.35
<b>INC000000450688</b>	Desiree Steadman Metro B Help Desk	Network Val Shepherd	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.71 1.71
<b>INC000000450696</b>	Melinda Tippetts Metro B Help Desk	None Janet Hongsyvilay	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000450711</b>	Lori Orton Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000450715</b>	Renae Holland Rural Central Desktop Support	Application John Donaldson	Reporting Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000450716</b>	Kristin Urry Metro B Help Desk	Application Gary Graham	Error Human Services	SAFE Low	TIR Missed: No TTR Missed: No	0.03 0.18
<b>INC000000450717</b>	Cheryl Dubach Help Desk	Application Julie VanBeekum	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000450721</b>	Gwynith Welch Rural South Desktop Support	PC/Laptop Meladye Shively	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.16 0.34
<b>INC000000450722</b>	Susan Eddy Rural North Desktop Support	Network Ruston McKay	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000450725</b>	Rena Holland	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450729</b>	Sandy Gibson	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000450731</b>	Judy Maynard	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450759</b>	Shellie Smith	Application	None	Novell GroupWise	TIR Missed: No	0.25
	Rural North Desktop Support	Lori Hartzell	Human Services	Low Closed	TTR Missed: Yes	6.04
<b>INC000000450765</b>	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	
<b>INC000000450772</b>	Shandy Strasburg	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000450784</b>	Katelyn Hare	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450787</b>	Janis Hurst	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000450788</b>	Tom Edmonds	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	0.06
<b>INC000000450794</b>	Brooke Bradshaw	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.63
<b>INC000000450812</b>	Tim Morganson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450815</b>	Patsy Hancock	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000450825</b>	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: N/A	
<b>INC000000450834</b>	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.31
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: N/A	
<b>INC000000450843</b>	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: N/A	
<b>INC000000450870</b>	Todd Thayn	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.05
<b>INC000000450874</b>	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02

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<b>INC000000450888</b>	Susan Goodman	Network	None	None		TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000450897</b>	Priya Noronha Ellwood	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450899</b>	Charlotte Vincent	Application	None	Microsoft Office 2003 Professor		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450906</b>	Casey Stillman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000450915</b>	Thomas Smith	Telecom	None	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000450920</b>	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450930</b>	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450952</b>	Claire Mantonya	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450959</b>	Valene Tuttle	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000450960</b>	Susan Hendy	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000450967</b>	Bob Parker	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450970</b>	Bridget K Lundy	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000450979</b>	Vicky Turner	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000450984</b>	Talon Nielsen	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000450986</b>	Bonnie Halliday	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000450992</b>	Ceci Castillo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451004</b>	Marcie Rogers	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000451010</b>	Sheila Shumway	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.38
<b>INC000000451015</b>	Ashlee VanAllen	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro C Desktop Support	Ed Radke	Human Services	Low	Closed	TTR Missed: No	1.09
<b>INC000000451022</b>	Maria Hernandez	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451047</b>	Kati Wheatley	None	None	None		TIR Missed: No	0.30
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.30
<b>INC000000451063</b>	Teresa Flores	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451070</b>	Craig Barlow	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	1.09
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	1.98
<b>INC000000451075</b>	Dan Bessinger	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451078</b>	Laurie Vigil	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.60
<b>INC000000451083</b>	Laurie Vigil	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.58
<b>INC000000451088</b>	Sean T Orton	Telecom	Call Management	Telephone		TIR Missed: No	0.56
	Voice Operations	Julie Sabato	Human Services	High	Closed	TTR Missed: No	0.56
<b>INC000000451092</b>	Christy Van Buskirk	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451102</b>	Jeanne Godfrey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451107</b>	Carlos Sylvanstoke	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451113</b>	Brooke Zamora	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451118</b>	Victoria A. Peterson	Network	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451121</b>	Joseph V Cook	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451128</b>	Lorri Steadman	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000451129</b>	Joe Reese	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000451137</b>	Dayna Martinsen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451144</b>	Trish Smith	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451149</b>	Cory Rankin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451167</b>	Mike Derbidge	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451181</b>	Lori Ramos	None	None	Adobe Connect		TIR Missed: No	0.61
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.61
<b>INC000000451186</b>	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451210</b>	Jodi Delaney	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro A Desktop Support	Robert Wall	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000451229</b>	Cory Rankin	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451233</b>	Jill Richan	Telecom	None	None		TIR Missed: No	0.23
	Voice Operations	Julie Sabato	Human Services	High	Closed	TTR Missed: No	0.23
<b>INC000000451237</b>	Joseph V Cook	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451244</b>	Joseph V Cook	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451246</b>	Blair Hacker	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451276</b>	Jill McAfee	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451284</b>	Gloria Kay	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451287</b>	Gloria Beagley	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451289</b>	Judy A Peterson	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00



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<b>INC000000451296</b>	Sergio Briones	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451302</b>	Keri Allen	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451310</b>	Martin Meyer	Application	Reporting	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451311</b>	Liz Gonzalez	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451315</b>	Scott Roudabush	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451324</b>	Scott Roudabush	Application	None	Adobe Reader		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.91
<b>INC000000451326</b>	George Eddleman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451335</b>	Shannon Black	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451337</b>	Barton Lyman	Application	Error	Novell Messenger		TIR Missed: No	0.43
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.77
<b>INC000000451341</b>	Rosemary Mories	Application	Reporting	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451351</b>	Marilyn Holiday	Application	Password	ZENworks for Desktops		TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000451352</b>	Shannon Black	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451353</b>	Kris Allen	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000451373</b>	Marcia Fryer	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000451374</b>	Cheryl Sorensen	Application	Password	Adobe Connect		TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.98
<b>INC000000451384</b>	Tina Humphrey	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451390</b>	Debi Taylor	Telecom	Dial Tone	Telephone		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.45

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<b>INC000000451394</b>	Gwynith Welch	Network	Error	None		TIR Missed: No	0.50
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000451396</b>	Leslie Barton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000451397</b>	Jill Bell	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451406</b>	Annette Garcia	Application	Error	Novell GroupWise		TIR Missed: No	0.43
	Application Services	Paul Lundell	Human Services	Low	Closed	TTR Missed: No	5.58
<b>INC000000451409</b>	Leilani Parker	None	None	Adobe Connect		TIR Missed: Yes	6.25
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: Yes	6.26
<b>INC000000451413</b>	Daniel Hansen	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000451415</b>	Hope Bytheway	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451434</b>	Laureen Wilson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000451437</b>	Geniel Evenson	PC/Laptop	Error	PGP		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000451441</b>	Doug Fox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451450</b>	Matt Reed	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451453</b>	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451456</b>	Laura Pare	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.48
<b>INC000000451468</b>	Kimberly Mack	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451469</b>	Annette Garcia	PC/Laptop	Error	None		TIR Missed: Yes	1.05
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.09
<b>INC000000451472</b>	Jennifer Coomer	None	None	Medicaid Managed Information :		TIR Missed: Yes	2.92
	Application Support - MMIS	John Campbell	Human Services	Low	Closed	TTR Missed: No	2.92
<b>INC000000451481</b>	Jenny Caldwell	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02

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<b>INC000000451483</b>	Jenny Caldwell	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451485</b>	Jenny Caldwell	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451488</b>	Belinda Hurst	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451500</b>	Laureen Wilson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451506</b>	Shannon Black	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451507</b>	Jody Eby	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000451508</b>	Staci Ghneim	Application	Error	PGP		TIR Missed: No	0.60
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
<b>INC000000451510</b>	Liesa Corbridge	Application	None	Active Directory		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.51
<b>INC000000451518</b>	Dayna Martinsen	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451529</b>	Arlene Macanas	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451549</b>	Wesley Finlinson	Application	None	Internet Explorer		TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000451559</b>	Jessica Stubbs	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451562</b>	Cody Stratton	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451563</b>	Jacob Joslin	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451567</b>	Rick Ericksen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451570</b>	Matt Church	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	
<b>INC000000451581</b>	Deanne Evans	None	None	Utah Cares		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.21

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<b>INC000000451588</b>	Gina Hatch	Application	None	SAFE		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000451591</b>	Kris Allen	PC/Laptop	Performance	None		TIR Missed: No	0.14
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	3.25
<b>INC000000451598</b>	Becky Dalby	Application	Password	PGP		TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.04
<b>INC000000451609</b>	Beth Pickett	PC/Laptop	None	None		TIR Missed: No	0.97
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	5.16
<b>INC000000451623</b>	Traci Barker	Application	Error	Adobe Acrobat		TIR Missed: No	0.80
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.47
<b>INC000000451631</b>	Janet Kinder	Network	Performance	Novell eDirectory		TIR Missed: Yes	1.40
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	4.85
<b>INC000000451658</b>	Rebekah Ramey	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451675</b>	Karla Campbell	Application	Password	Utah System for Tracking Eligibi		TIR Missed: No	0.52
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000451681</b>	Debbie Hyden	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.48
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000451682</b>	Annette Babisz	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	High	Closed	TTR Missed: No	0.08
<b>INC000000451690</b>	Sherri Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000451692</b>	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451718</b>	Jill McAfee	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000451719</b>	Joseph Gonzalez	PC/Laptop	None	None		TIR Missed: No	0.78
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.82
<b>INC000000451725</b>	Bonnie Halliday	Application	Error	Novell GroupWise		TIR Missed: No	0.67
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.80
<b>INC000000451730</b>	Kathy Wilcox	Application	None	Citrix ICA Client		TIR Missed: Yes	1.31
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.31
<b>INC000000451762</b>	Amanda Hemingway	None	None	Adobe Connect		TIR Missed: No	0.09
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	1.52

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## Human Services

<b>INC000000451781</b>	Lorraine Lindley	Mobile Devices	Error	BlackBerry Configuration	TIR Missed: No	0.62
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	2.24
<b>INC000000451789</b>	Tim Morganson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.15
<b>INC000000451790</b>	Nancy Mikkelsen	None	None	Novell GroupWise	TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.31
<b>INC000000451791</b>	Tim Morganson	None	None	Novell GroupWise	TIR Missed: No	0.16
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.16
<b>INC000000451827</b>	Mike Derbidge	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451829</b>	Christine Nguyen	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000451840</b>	Kevin Kilburn	Application	None	IPCC Express	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451850</b>	Kayisabe Rusagara	Application	Error	SAFE	TIR Missed: No	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.14
<b>INC000000451853</b>	Jed Cook	Telecom	Voice Mail	Telephone	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin	Human Services	Low Closed	TTR Missed: No	0.22
<b>INC000000451854</b>	Katy Larsen	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451871</b>	Katy Larsen	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451880</b>	Corrie Miera	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000451925</b>	Keli Francis	None	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.01
<b>INC000000451928</b>	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451930</b>	Cherilyn Webster	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451934</b>	Laurie Vigil	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000451936</b>	Melissa Marshall	Application	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.02

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## Human Services

<b>INC000000451950</b>	Nancy Stucki	Application	Error	Mozilla Firefox		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.11
<b>INC000000451966</b>	Adrianna Pahulu	Application	Error	SAFE		TIR Missed: No	0.58
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000451990</b>	Roberta Gillette	Application	Password	Office of Recovery Services Inf		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000452011</b>	Lory Pond	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452029</b>	Terri Brandon	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452072</b>	Patricia Davis	None	None	None		TIR Missed: No	0.00
	Salt Lake Data Center Operations	Darren Wayment	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452083</b>	Mary Ferrell	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452085</b>	Karin Raso	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452087</b>	Gordon Gunn	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452098</b>	Justina Flesher	Application	None	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000452105</b>	Mark Hollingshead	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452107</b>	Lynn Parkin	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452108</b>	Sonia Christian	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000452123</b>	Marcie A Johnson	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452124</b>	Tina Lloyd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452140</b>	Mary Ferrell	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452143</b>	Karen C Andersen	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.10

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<b>INC000000452154</b>	Mo Schannon	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000452155</b>	Judy Hafen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452156</b>	Shannon Black	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452160</b>	Lory Pond	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452169</b>	Joann Murphy	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452171</b>	Kathie Thomas	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452174</b>	Ana E Broadbent	Application	Error	ZENworks for Desktops		TIR Missed: No	0.09
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000452177</b>	Heather Lewis	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452184</b>	Stacey Gleed	Application	None	None		TIR Missed: Yes	5.77
	Capitol Hosting	Patrick Funk	Human Services	Low	Closed	TTR Missed: No	5.77
<b>INC000000452187</b>	Mary Wilder	Application	Error	Novell GroupWise		TIR Missed: No	0.29
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.29
<b>INC000000452190</b>	Marcie Valenzuela	None	None	Surplus		TIR Missed: No	0.16
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000452191</b>	Jennifer M Peterson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452196</b>	Marcie Valenzuela	None	None	Surplus		TIR Missed: No	0.20
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000452211</b>	Zlatko Porobic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452246</b>	Amanda Hemingway	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452247</b>	Mike Derbidge	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452248</b>	Susan Street	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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<b>INC000000452254</b>	Bart Mason	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000452257</b>	Kevin Fernley	None	None	Adobe Connect		TIR Missed: No	0.84
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.93
<b>INC000000452270</b>	Kasia Brill	None	None	Citrix ICA Client		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
<b>INC000000452271</b>	Sherrie Chynoweth	Network	Incident	None		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000452273</b>	Danielle White	Application	None	None		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000452276</b>	Lee Castillo	Application	None	SAFE		TIR Missed: No	0.72
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.01
<b>INC000000452279</b>	james larsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452282</b>	Amanda Hemingway	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000452287</b>	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452294</b>	James Larson	Application	Error	None		TIR Missed: No	0.62
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000452305</b>	Laura Garrard	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452306</b>	Janet Froelich	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000452309</b>	Jan Fryer	PC/Laptop	Hardware	None		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	5.11
<b>INC000000452325</b>	Heidi Jones	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000452326</b>	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452328</b>	Susan Hardinger	Network	Incident	None		TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.31
<b>INC000000452332</b>	Brion Terry	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03



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## Human Services

<b>INC000000452335</b>	Patricia Rood	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000452346</b>	Susan Bowman	None	None	RSA SecurID Software Token	TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.14
<b>INC000000452361</b>	Marie Christman	PC/Laptop	Performance	None	TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Human Services	High Closed	TTR Missed: No	0.68
<b>INC000000452364</b>	Mary Wilder	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452367</b>	Debbie Stevens	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452372</b>	Todd Thayn	None	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.02
<b>INC000000452376</b>	Stephen Arnold	Application	None	Novell GroupWise	TIR Missed: No	0.02
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.94
<b>INC000000452381</b>	Kyla Openshaw	PC/Laptop	Error	SAFE	TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.94
<b>INC000000452393</b>	Jorden Czech	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452395</b>	Teresa Flores	Application	None	DB2 Query Management Facility	TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.29
<b>INC000000452421</b>	Annita Kendall	None	None	Utah Criminal Justice Information	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452422</b>	Melinda Tippetts	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.24
<b>INC000000452431</b>	Maria Catalini	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452433</b>	Melissa Baide	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452437</b>	Julie Williams	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452439</b>	Kerry Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000452442</b>	Collin Stivers	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.09

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## Human Services

<b>INC000000452444</b>	Karma Limb	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452463</b>	Roberta Gillette	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000452465</b>	Travis Kelly	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452478</b>	Holly Jenkins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452479</b>	Annie Bennett	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452504</b>	Callie Gallacher	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.00
<b>INC000000452509</b>	Dan Rich	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.94
<b>INC000000452513</b>	Tona Lisa Rodriguez	Telecom	None	None		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	1.28
<b>INC000000452522</b>	Melinda Tippetts	Application	Password	Content Manager		TIR Missed: Yes	3.12
	ORS Case Imaging	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	3.90
<b>INC000000452526</b>	Justina Flesher	None	None	None		TIR Missed: No	0.22
	Security	Bart Grant	Human Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000452529</b>	Lory Pond	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452534</b>	Xavier Tisdol	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452613</b>	Melinda Tippetts	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452615</b>	Mary Hyland	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452633</b>	Barton Lyman	None	None	Citrix ICA Client		TIR Missed: No	0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.16
<b>INC000000452636</b>	Lindsey Ross	None	None	SAFE		TIR Missed: No	0.15
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.66
<b>INC000000452656</b>	Jessica Gallegos	Application	Error	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17

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## Human Services

<b>INC000000452663</b>	Holly Pope	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452666</b>	Kathie Lilenuist	None	None	Adobe Connect		TIR Missed: No	0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.42
<b>INC000000452667</b>	Charlene Wilde	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452701</b>	Laureen Wilson	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452704</b>	Mary Ferrell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452721</b>	Diane Carney	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000452730</b>	Timothy Ford	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452746</b>	Joshua Andresen	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.18
<b>INC000000452753</b>	Jody Sargent	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Closed	TTR Missed: No	5.84
<b>INC000000452758</b>	Kim Schultz	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.71
<b>INC000000452766</b>	Laureen Wilson	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452770</b>	Mark Forbes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452776</b>	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452779</b>	George Eddleman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452789</b>	Betty Anderson	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452790</b>	Sharon Swain	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452792</b>	Heather Rondorf	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000452793</b>	Deborah Wilbur	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452794</b>	Nicole Christiansen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.39
<b>INC000000452798</b>	Chris Wride	Network	None	None		TIR Missed: No	0.00
	Metro B Hosting	James Gramse	Human Services	Critical	Closed	TTR Missed: No	1.95
<b>INC000000452798</b>	Chris Wride	Network	None	None		TIR Missed: Yes	1.88
	Metro B Hosting	James Gramse	Human Services	Critical	Closed	TTR Missed: No	1.95
<b>INC000000452801</b>	Paula Lamb	Network	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	2.15
<b>INC000000452824</b>	Stacie Pohahau	None	None	None		TIR Missed: No	0.03
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000452829</b>	Linda Heal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452832</b>	Chris Wride	Mainframe	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000452835</b>	Jeffery Hunter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452847</b>	Sandi Evans	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452848</b>	Tina Lloyd	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452852</b>	Clarissa Blackmer	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452860</b>	Joan Charter	Application	None	Medicaid Managed Information		TIR Missed: Yes	1.81
	Application Support - MMIS	John Campbell	Human Services	Low	Closed	TTR Missed: No	1.81
<b>INC000000452862</b>	Annette Perkins	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452864</b>	Mechel Gibbs	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452865</b>	Kristy Walker	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452866</b>	Keri Hansen	Network	None	None		TIR Missed: No	0.01
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.01

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## Human Services

<b>INC000000452870</b>	Sandy Gibson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000452873</b>	Celeste LaBorde	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452880</b>	Matt Peterson	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000452883</b>	Karen C Andersen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000452887</b>	Shenille Stewart	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000452890</b>	Aaron Breinholt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452894</b>	Irma Romero	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000452903</b>	Sandra Wissa	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.48
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.69
<b>INC000000452908</b>	Heather Rondorf	None	None	eFIND/eSHARE		TIR Missed: No	0.33
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.37
<b>INC000000452910</b>	Jamie Strong	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452923</b>	Milton Gale	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452939</b>	Fred Butterfield	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452942</b>	Ryan Westbroek	Application	Password	Novell GroupWise		TIR Missed: No	0.43
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.49
<b>INC000000452945</b>	Scott Abeyta	Network	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000452949</b>	Sharon Timmons	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452950</b>	Milton Gale	Network	None	None		TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.67
<b>INC000000452960</b>	Dan Bessinger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000452964</b>	Brian Pali	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452969</b>	Dodie Larsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452971</b>	Terri Niederhauser	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452973</b>	Mechel Gibbs	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452975</b>	Laurie Vigil	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000452976</b>	Mark Forbes	None	None	Droid		TIR Missed: No	0.00
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000452990</b>	Kati Wheatley	None	None	None		TIR Missed: No	0.62
	Application Support - EREP IA	Amberly Hoang	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000453049</b>	Mark Davis	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453054</b>	Tara Jorgenson	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453055</b>	Jantz Afuvai	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453063</b>	Sam Syphrett	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453065</b>	Marta Bitton	PC/Laptop	Virus	None		TIR Missed: No	0.02
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.93
<b>INC000000453097</b>	Chris Pacheco	PC/Laptop	Hardware	None		TIR Missed: No	0.30
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	1.01
<b>INC000000453127</b>	Laura Knight	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.20
<b>INC000000453131</b>	Rebecca Collier	None	None	Adobe Connect		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	2.56
<b>INC000000453133</b>	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.39
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.85
<b>INC000000453147</b>	Sharon Timmons	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02

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## Human Services

<b>INC000000453149</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.66
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000453153</b>	Justina Flesher	Network	None	None		TIR Missed: No	0.67
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000453155</b>	Paula K Douglass	Application	Error	Office of Recovery Services Inf		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453161</b>	Kris Piz	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453166</b>	Chris Morton	PC/Laptop	Error	None		TIR Missed: No	0.58
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Closed	TTR Missed: No	2.50
<b>INC000000453178</b>	Jamie Luna	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000453188</b>	Marnie Maxwell	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453192</b>	Guy Thompson	Mobile Devices	None	None		TIR Missed: No	0.47
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.47
<b>INC000000453209</b>	Mau Fangupo	None	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453217</b>	Judy Sanders	PC/Laptop	None	None		TIR Missed: No	0.69
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	1.80
<b>INC000000453221</b>	Jamie Strong	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453260</b>	Marty Robins	None	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000453272</b>	Tyler D Black	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000453274</b>	Jeanne Godfrey	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000453280</b>	Marty Robins	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453281</b>	Charlyn Child	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000453284</b>	Dawn Hollingsworth	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000453286</b>	Amanda L Jensen	None	None	Droid		TIR Missed: No	0.50
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.50
<b>INC000000453287</b>	Emily Helm	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453297</b>	Jody Eby	Application	None	Novell GroupWise		TIR Missed: No	0.58
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
<b>INC000000453351</b>	Tara Reese	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453354</b>	Dorthea Miles	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453358</b>	John Marsh	Telecom	Call/Receive	None		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453360</b>	Scott Miller	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453392</b>	Alyson Wilde	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000453396</b>	Janet E Campbell	None	None	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453424</b>	Mary Lou Warner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453425</b>	Xavier Tisdol	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453426</b>	Susan Hardinger	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000453427</b>	Robert Hampton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453429</b>	Les Roberts	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453435</b>	Marla Mathisen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453444</b>	Corinne Harryman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453453</b>	Violet Secrest	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00



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## Human Services

<b>INC000000453461</b>	Chris Metcalf	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000453466</b>	Lisa Peek	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000453481</b>	Debra Dopp	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000453503</b>	Rick Hendy	Network	Error	None	TIR Missed: No	0.18
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.78
<b>INC000000453508</b>	Christy M Wixom	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.14
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	0.72
<b>INC000000453514</b>	Lisa Shook	Application	None	SAFE	TIR Missed: No	0.59
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.85
<b>INC000000453539</b>	Lee Fairbourn	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000453542</b>	Danny R Wheatley	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.66
<b>INC000000453546</b>	Ruth Powers	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low Closed	TTR Missed: No	0.04
<b>INC000000453551</b>	Elizabeth Baker	PC/Laptop	Performance	None	TIR Missed: No	0.33
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	1.19
<b>INC000000453553</b>	Tammy Samaniego	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000453554</b>	Kathy Wilcox	Application	None	Citrix ICA Client	TIR Missed: Yes	2.40
	Application Services	Tony Larsen	Human Services	Low Closed	TTR Missed: No	2.40
<b>INC000000453555</b>	Julie Blanchard	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low Closed	TTR Missed: No	0.33
<b>INC000000453572</b>	Amanda Hornsby	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low Closed	TTR Missed: No	0.03
<b>INC000000453573</b>	Lorri Steadman	Telecom	Voice Mail	Telephone	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin	Human Services	Low Closed	TTR Missed: No	1.08
<b>INC000000453584</b>	Deanne Evans	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
<b>INC000000453595</b>	Matthew Hoyal	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.16

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## Human Services

<b>INC000000453600</b>	Jeannie Tamera Warner	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.26
<b>INC000000453622</b>	Charlotte Vincent	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453636</b>	Douglas Call	PC/Laptop	None	None		TIR Missed: No	0.18
	Metro B Desktop Support	Michael Barth	Human Services	Low	Closed	TTR Missed: No	1.72
<b>INC000000453640</b>	Kati Wheatley	None	None	None		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	2.04
<b>INC000000453676</b>	Vern Greenhalgh	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000453695</b>	Ericka Turner	Telecom	Area Code	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000453696</b>	Aude Bermond Hamlet	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000453709</b>	Sarah Pratt	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453721</b>	John Macfarlane	Application	None	Novell GroupWise		TIR Missed: No	0.80
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	3.11
<b>INC000000453732</b>	Janet E Campbell	Telecom	Hardware	Telephone		TIR Missed: No	0.37
	Voice/Data/WAN Services	Greg Blessing	Human Services	Low	Closed	TTR Missed: No	2.23
<b>INC000000453753</b>	Randy Blatnik	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453765</b>	Ceci Castillo	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.25
<b>INC000000453781</b>	Tamara Bates	PC/Laptop	Error	None		TIR Missed: No	0.17
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.39
<b>INC000000453803</b>	Karen Hill	Application	None	ZENworks for Desktops		TIR Missed: No	0.02
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.27
<b>INC000000453831</b>	Roger Thompson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453833</b>	Tamara Bates	PC/Laptop	Performance	None		TIR Missed: Yes	1.63
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.63
<b>INC000000453841</b>	Karen Anderson	Application	Password	Citrix ICA Client		TIR Missed: No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.30

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## Human Services

<b>INC000000453843</b>	Romina Bishop	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453874</b>	Bonnie Halliday	PC/Laptop	Hardware	None		TIR Missed: No	0.18
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.95
<b>INC000000453877</b>	Romina Bishop	Application	Error	SAFE		TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.63
<b>INC000000453881</b>	Roxanne Scoggan	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453905</b>	Angela Robbins	Application	None	ZENworks for Desktops		TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.35
<b>INC000000453930</b>	Angela Robbins	Application	Error	Novell GroupWise		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000453945</b>	Mayla Slack	Network	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.32
<b>INC000000453955</b>	Tamie Hamblin	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.06
<b>INC000000453961</b>	Barnel Fail	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453981</b>	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000453984</b>	Tiffany Sandberg	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	1.11
<b>INC000000453995</b>	Brian D Nelson	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454008</b>	Geniel Evenson	Application	None	Citrix ICA Client		TIR Missed: No	0.11
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000454009</b>	Greg Hullinger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454013</b>	Jody Rushton-Porter	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000454032</b>	Brian D Nelson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000454059</b>	Jed Cook	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	1.00

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## Human Services

<b>INC000000454066</b>	Annette Babisz	PC/Laptop	Hardware	None		TIR Missed: No	0.21
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.95
<b>INC000000454072</b>	Matt Church	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454074</b>	Lisa Peek	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000454092</b>	Wendy Ottley	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
<b>INC000000454093</b>	Lynn Higginson	Network	Password	Adobe Connect		TIR Missed: No	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.68
<b>INC000000454134</b>	Dan Rich	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454140</b>	Linda Wininger	Application	Error	SAFE		TIR Missed: No	0.87
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.23
<b>INC000000454141</b>	Laura Liddell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454179</b>	Cindy Cowan	Application	Error	SAFE		TIR Missed: No	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.54
<b>INC000000454198</b>	Courtney Shakespear	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454214</b>	Teresa Flores	Application	Error	DB2 Query Management Facilit		TIR Missed: No	0.13
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000454221</b>	Leslie Howell	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454226</b>	Mel Huefner	Telecom	Dial Tone	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Human Services	Low	Closed	TTR Missed: No	0.33
<b>INC000000454229</b>	Milton Gale	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454244</b>	Angela Fleming	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454259</b>	Laurie Vigil	Application	Error	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454267</b>	Jennifer Gardner	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000454305</b>	Trisha Glenn	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
<b>INC000000454341</b>	Diane Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454342</b>	Debbi Orwin	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454343</b>	Chris Metcalf	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.34
<b>INC000000454355</b>	Coby Drake	Mainframe	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454360</b>	Trish Smith	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454366</b>	Nancy Sloper	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.53
<b>INC000000454377</b>	Sandi Evans	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000454382</b>	Lori Herbert	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454398</b>	Diana Fuchs	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454405</b>	Nicole Nielsen	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000454414</b>	Pam Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454417</b>	Sheila Wooten	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.45
<b>INC000000454423</b>	Vicky Turner	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.05
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
<b>INC000000454433</b>	Paula K Douglass	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.27
<b>INC000000454436</b>	Cindy Cowan	PC/Laptop	None	None		TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000454445</b>	Katy Larsen	Network	None	None		TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.26

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## Human Services

<b>INC000000454465</b>	Jennifer Baxter	Application	Password	None		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000454466</b>	Kathy Butt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454476</b>	Analisa Butterfield	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454478</b>	Cindy Phillips	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454490</b>	Stephanie Higbee	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.10
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	5.89
<b>INC000000454495</b>	Paul Gehrke	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.99
<b>INC000000454504</b>	Linda Berry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454508</b>	Vern Greenhalgh	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000454510</b>	Debbie Hyden	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454512</b>	Rachel Edwards	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454523</b>	Michael Blakey	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.89
<b>INC000000454542</b>	Brenda M Holland	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
<b>INC000000454543</b>	Carma Hemingway	PC/Laptop	None	Medicaid Managed Information		TIR Missed: No	0.62
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.70
<b>INC000000454544</b>	Alexandra Urban	Application	Error	Novell GroupWise		TIR Missed: No	0.88
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	2.42
<b>INC000000454589</b>	Jason Burton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000454592</b>	Lisa Peek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.45
<b>INC000000454593</b>	Laurie Roderick	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000454600</b>	Bonnie Halliday	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454619</b>	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.04
<b>INC000000454641</b>	Joan Charter	Mainframe	None	Office of Recovery Services Inf	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
<b>INC000000454649</b>	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454689</b>	Carly Echols	Application	Password	Citrix ICA Client	TIR Missed: No	0.15
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.52
<b>INC000000454699</b>	Mary C Blackburn	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.14
<b>INC000000454714</b>	Linda Lee	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.25
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.36
<b>INC000000454719</b>	Jill Rainey	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000454725</b>	Lisa Sorensen	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000454737</b>	Sandra Gustaveson	Application	Error	SAFE	TIR Missed: No	0.86
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.86
<b>INC000000454744</b>	Melissa Marshall	Application	None	None	TIR Missed: No	0.71
ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	2.10
<b>INC000000454751</b>	Julie Carlile	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.64
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.73
<b>INC000000454756</b>	Von C Adamson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454759</b>	Alan K Misbach	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454760</b>	John LaCognata	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454774</b>	Mike Derbidge	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.16
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.24
<b>INC000000454792</b>	Sherranda Garzarelli	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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## Human Services

<b>INC000000454811</b>	Sean Green	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
<b>INC000000454815</b>	Leticia Dardon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454819</b>	Valerie King	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454825</b>	Diane Miller	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.03
<b>INC000000454826</b>	Liesa Corbridge	Application	None	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454827</b>	Teresa Sosa	PC/Laptop	Password	None		TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.19
<b>INC000000454828</b>	Mandy Caswell	Application	None	SAFE		TIR Missed: No	0.39
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.24
<b>INC000000454889</b>	Gwynith Welch	Application	Reporting	Novell GroupWise		TIR Missed: No	0.60
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.62
<b>INC000000454898</b>	Shirley Bleazard	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
<b>INC000000454946</b>	Toni V Wardle	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.46
<b>INC000000454969</b>	Rashelle Butcher	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000454980</b>	Julie Carlile	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000454982</b>	Jennifer Bodily	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000455027</b>	Janet Froelich	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.01
<b>INC000000455044</b>	Arla Jensen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000455071</b>	Lory Pond	None	None	None		TIR Missed: No	0.21
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.21
<b>INC000000455073</b>	Lory Pond	None	None	None		TIR Missed: No	0.18
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.18



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Human Services

INC000000455075	Anna Reposa	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00